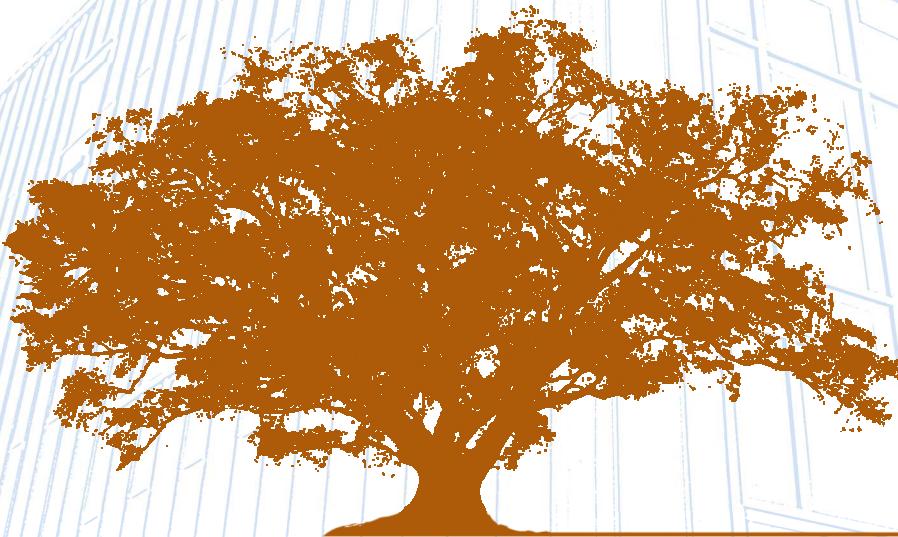




**Mississippi Department of  
Information Technology Services**

# Information Technology Course Catalog



# EASTWOOD

EDUCATION CENTER

3771 Eastwood Drive | Jackson, MS 39211

October-December 2016

This catalog is also  
available online at  
[www.its.ms.gov](http://www.its.ms.gov)

**About ITS Training:** The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. The training program is called the Eastwood Education Center. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing.

The Eastwood Education Center uses an automated system for course scheduling, registration, permanent records, and student transcripts. This system provides the necessary documentation for state agencies and the students regarding their training accomplishments. Certificates are provided to students upon successful completion of courses.

During Fiscal Year 2016, ITS offered approximately 156 instructor led classes to approximately 741 students, representing numerous state agencies, universities, community colleges, and governing authorities. The curriculum has been expanded as the demand for information systems skills has increased. The Eastwood Education Center provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

**Customized Training:** The Eastwood Education Center has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, we will design a class to meet your specific training needs. We also provide online training in conjunction with Skillsoft.

***Continuing Education is the Key to Success:***

The future of Mississippi government depends on efficient execution of the services it provides. State budget constraints make it imperative that agencies use information technology effectively to increase personnel productivity. If agencies cannot perform their tasks more efficiently, services which they provide cannot be maintained, much less expanded to meet pressing needs. Continuing education and training are essential for the effective planning, implementation, support, and use of these technological solutions. The ITS Education Services Division offers an excellent means of fulfilling these goals in a cost-effective way.

***Other Services Offered by ITS:***

ITS offers a variety of other services including on-site training assistance and follow-up, system analysis, design, programming, documentation, project management, feasibility studies, long-range planning, procurement, telephone services, and general consulting. If we can be of service to you in any of these areas, please call (601) 432-8000.

## Table of Contents

### Courses

#### A+ Courses

CompTIA A+ Certification (2012 Objectives).....	CNHA+2012 .....	1
---	-----------------	---

#### Cisco Courses

Interconnecting Cisco Network Devices: Level 1 .....	CNHICND1 .....	2
Interconnecting Cisco Network Devices: Level 2 .....	CNHICND2 .....	3

#### Client/Server Courses

Administering Microsoft SQL Server Databases (2014).....	CNH20462 .....	4
Administering Windows Server 2012 .....	CNH20411 .....	5
Configuring Advanced Windows Server 2012 Services .....	CNH20412 .....	6
Developing Microsoft SQL Server Databases (2014) .....	CNH20464 .....	7
Implementing Data Models & Reports with MS SQL Server (2014).....	CNH20466 .....	8
Installing & Configuring Windows Server 2012.....	CNH20410 .....	9

#### Database Programming Courses

Access 2010: Level 1 .....	CAC101 .....	10
Access 2010: Level 2 .....	CAC102 .....	11

#### Internet & Desktop Publishing Courses

HTML5: Level 1 .....	CHTML51 .....	12
HTML5: Level 2 .....	CHTML52 .....	13

#### ITIL Courses

ITIL Foundation 2011 Edition.....	CNHITIL1 .....	14
-----------------------------------	----------------	----

#### Network Courses

<b>NEW!</b> Administering System Center Configuration Manager & Intune.....	CNH20696 .....	15
CompTIA Network+ Certification (2011 Objectives).....	CNHNET+ .....	16

#### Office Productivity Courses

Powerpoint 2010: Level 1 .....	CPP101 .....	17
Powerpoint 2010: Level 2 .....	CPP102 .....	18

#### Operating Systems Courses

Deploying & Managing Windows 10 Using Enterprise Services.....	CNH20697-2 .....	19
Supporting & Troubleshooting Windows 10.....	CNH10982 .....	20

#### Planning & Implementing Technology Courses

Technology Planning & Procurement for State Agencies .....	CPROCPLN .....	21
--	----------------	----

#### Programming Courses

SQL Querying: Level 1 (4th Ed.) .....	CSQL41 .....	22
SQL Querying: Level 2 (4th Ed.) .....	CSQL42 .....	23

#### Project Management Courses

Crystal Reports 11: Level 2 .....	CCR112 .....	24
Microsoft Project 2010: Level 1 .....	CMSPJ101 .....	25
Microsoft Project 2010: Level 2 .....	CMSPJ102 .....	26
Project Management Professional (PMP) Exam Preparation .....	CNHPMP .....	27

<b>Security Courses</b>	
Security+ Certification (Exam SYO-301) .....	CNHSEC+ .....28
<b>Sharepoint Courses</b>	
<del>NEW!</del> Microsoft Sharepoint Designer 2013 .....	CNHSPD13 .....29
Microsoft Sharepoint Foundation 2013: Site Owner .....	CNHSPF13SO .....30
Microsoft Sharepoint Foundation 2013: Site User .....	CNHSPF13SU .....31
Sharepoint Foundation 2013: Site Administrator .....	CNHSPF13SA .....32
<b>Spreadsheet Courses</b>	
Excel 2010: Level 1 .....	CEX101 .....33
Excel 2010: Level 2 .....	CEX102 .....34
Excel 2010: Level 3 .....	CEX103 .....35
<b>Vmware Courses</b>	
Vmware Vsphere 6.0: Install, Configure, Manage .....	CVMWICM6 .....36
<b>Word Processing Courses</b>	
Word 2010: Level 1 .....	CWD101 .....37
Word 2010: Level 2 .....	CWD102 .....38
Word 2010: Level 3 .....	CWD103 .....39
<b>Systems IT Online Live Training</b> .....	40
<b>Skillsoft Online</b>	
Welcome to Skillsoft .....	41
Skillsoft Course Directory	
<b>Forms</b>	
ITS Student Registration Form	
Skillsoft Online Training Registration Form	
Map	
<b>Frequently Asked Questions</b>	
<b>ITS Information</b>	

# General Information

## **Welcome to the Eastwood Education Center:**

The Eastwood Education Center, administered for the State of Mississippi by the Department of Information Technology Services, offers an educational program designed to enhance and improve the skills of information processing personnel within state government.

### **Facilities:**

The Eastwood Education Center is located at 3771 Eastwood Drive, in Jackson, MS. The Eastwood Education Center has two hands-on training labs. These labs are configured with a variety of PC applications and have communications capabilities with the mainframe at the State Data Center.

### **Instructors:**

Highly trained individuals who work in the industry or are instructors at state colleges and universities teach classes at the Eastwood Education Center. Instructors possess years of practical experience, as well as academic credentials. Constant monitoring and evaluation of instructors ensure that classes are taught by individuals with a wide range of knowledge, as well as exceptional teaching skills.

### **Registration:**

Registration forms are included at the back of this catalog and must be returned 30 days prior to the class begin date to allow enough time to order materials for the courses. If it is impossible to have these forms returned by the date specified, please contact the Eastwood Education Center and indicate the number of students to be enrolled in each course.

### **Class Size:**

Class enrollment will be on a first-come, first-served basis. Class size is limited, and ITS reserves the right to establish class size and limit the number of students from each agency if the class size has to be cut. The Eastwood Education Center reserves the right to cancel any class due to under-enrollment or other reasonable cause.

### **Textbooks & Materials:**

The textbooks and materials used for each course are listed on the schedule. Each student must indicate on the registration form whether he or she needs materials for the course. Textbooks and materials will be ordered based on the information provided on the registration form.

### **Class Confirmation:**

As soon as registration forms have been received and plans for the October to December classes have been finalized, students will be notified of the exact starting dates, instructors, and locations for each class at least two weeks prior to the first day of class.

### **Cancellations and Substitutions:**

Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

**On-Line Training:** ITS has an agreement with Skillsoft to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. Skillsoft offers over 3,200 courses available via the Intranet or the Internet. Training is available anywhere, anytime. Please visit the ITS/Skillsoft website via the ITS website, [www.its.ms.gov](http://www.its.ms.gov), for more course information.

**Charges:** The total charge for ITS classes includes tuition, lab fee, and materials fee. See the schedule for estimated charges for individual classes.

Tuition for ITS classes is categorized as follows:

Course Type	State Employees	Non-State Employees
Overview courses less than 4 hours (IL)*	\$25.00	\$100.00
Courses 10 hours or less (IL)*	\$100.00	\$400.00
Courses 11—20 hours (IL)*	\$150.00	\$450.00
Courses 21—30 hours (IL)*	\$300.00	\$600.00
Vendor-conducted course**	See Schedule	Contact ITS
Online Training (Skillchoice Complete)	\$225.00/yr	N/A
Online Training (Full Library)	\$150.00/yr	N/A
Online Training (Technical)	\$150.00/yr	N/A
Online Training (Business)	\$150.00/yr	N/A
Online Training (Desktop)	\$55.00/yr	N/A
<i>* Instructor Led Courses</i>		
<i>** The maximum charges for on-site, vendor-conducted courses are listed on the schedule. Scheduling vendor-conducted courses on-site results in significant savings to the State for tuition and travel expenses.</i>		

**Nonexempt Employees:**

For state agencies who are sending nonexempt employees to classes meeting after normal working hours, the agency must evaluate their liability for overtime for these employees as provided by the Fair Labor Standards Act. If you have questions as to whether an employee is exempt, please contact the State Personnel Board. This statement does not apply to individuals who are paying for courses themselves.

**For More Information:**

If you have questions regarding this catalog or the Eastwood Education Center, please contact:

Susan Meek, Education Coordinator .....(601) 432-8186

Connie Smith, Education Assistant.....(601) 432-8051

# COMPTIA A+ CERTIFICATION (2012 OBJECTIVES)

***Brief Course Description:***



In this course, you will acquire the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize, & perform preventative maintenance of basic personal computer hardware & software systems. Topics covered include:

- hardware & operating system fundamentals
- operational procedures
- peripheral & managing system components
- installing & configuring operating systems
- customized client environments
- networking technologies
- SOHO networks
- mobile computing
- security
- troubleshooting hardware components
- troubleshooting system-wide issues.

**Prerequisites:** Students should have experience with Windows-based personal computers, as well as a basic knowledge of computing concepts.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

**Course: CNHA+2012**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Monday, October 10, 2016, for 1 week	Monday - Friday 8:00 AM - 4:00 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

## *Brief Course Description:*



This course presents the concepts, commands, and practice required to configure Cisco switches and routers in multiprotocol internetworks. Topics covered include:

- operating and configuring a Cisco IOS Device
- managing your network environment
- configuring catalyst switch operations
- extending switched networks with VLANs
- determining IP routes
- managing IP traffic with access links
- establishing serial point-to-point connections
- establishing frame relay connections
- completing ISDN calls.

**Prerequisites:** Students should have A+ and Network+ experience.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

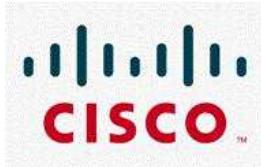
## **Course: CNHICND1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>			<b>Location:</b>	<b>Instructor:</b>
1702	Starting Monday, November 14, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 2

***Brief Course Description:***



This course focuses on skills and knowledge necessary to install, operate, and troubleshoot a small to medium-sized branch office Enterprise network, including configuring several switches and routers, connecting to a WAN, and implementing network security. Topics covered include:

- small network implementation
- medium-sized switched network construction
- medium-sized routed network construction
- single area OSPF
- EIGRP implementation
- access control lists
- address space management
- LAN extension to a WAN.

**Prerequisites:** INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNHICND2**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1701	Starting Monday, October 3, 2016, for 1 week	Monday - Friday	8:00 AM - 4:00 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS
1702	Starting Monday, December 5, 2016, for 1 week	Monday - Friday	8:00 AM - 4:00 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS

# ADMINISTERING MICROSOFT SQL SERVER DATABASES (2014)

***Brief Course Description:***



This course focuses on how to use SQL Server 2014 product features & tools related to maintaining a database. Topics covered include:

- installing SQL Server 2014
- working with databases
- SQL Server 2014 recovery models
- backup of SQL Server 2014 databases
- restoring SQL Server 2014 databases
- importing & exporting data
- authenticating & authorizing users
- assigning server & database roles
- protecting data by using encryption & auditing
- automating SQL Server 2014 management
- configuring security for SQL server agent
- monitoring SQL Server 2014 by using alerts & notifications
- performing ongoing database maintenance
- monitoring SQL Server 2014.

**Prerequisites:** Students must have a basic knowledge of the Microsoft Windows operating system and its core functionality, as well as a working knowledge of Transact-SQL, relational databases, and database design.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20462**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1702	Starting Monday, October 31, 2016, for 1 week	Monday - Friday	8:00 AM - 4:00 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# ADMINISTERING WINDOWS SERVER 2012

**Brief Course Description:**



Windows Server 2012

Topics covered include:

- implementing a Group Policy infrastructure
- managing user desktops with Group Policy
- managing user & service accounts
- maintaining Active Directory Domain Services
- configuring & troubleshooting DNS
- configuring & troubleshooting Remote Access
- installing, configuring, & troubleshooting the Network Policy Server Role
- implementing Network Access Protection
- optimizing File Services
- configuring encryption & advanced auditing
- deploying & maintaining server images
- implementing Update Management
- monitoring Windows Server 2012.

**Prerequisites:** INSTALLING & CONFIGURING WINDOWS SERVER 2012

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20411**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Monday, October 3, 2016, for 1 week	Monday - Friday 8:00 AM - 4:00 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# CONFIGURING ADVANCED WINDOWS SERVER 2012 SERVICES

***Brief Course Description:***



Topics covered include:

- implementing advanced network services and advanced file services
- implementing dynamic access control
- implementing network load balancing
- implementing failover clustering
- implementing failover clustering with Hyper-V
- implementing disaster recovery
- implementing distributed AD DS deployments
- implementing AD DS sites & replication
- implementing AD CS
- implementing AD RMS AD FS.

***Prerequisites:*** INSTALLING & CONFIGURING WINDOWS SERVER 2012

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20412**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Monday, October 31, 2016, for 1 week	Monday - Friday 8:00 AM - 4:00 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# DEVELOPING MICROSOFT SQL SERVER DATABASES (2014)

***Brief Course Description:***



This course introduces SQL Server 2014 and describes logical table design, indexing, & query plans. Topics covered include:

- introduction to database development
- designing & implementing tables
- ensuring data integrity through constraints
- introduction to indexing
- advanced indexing
- columnstore indexes
- designing & implementing views
- designing & implementing stored procedures and user-defined functions
- responding to data manipulation via triggers
- implementing managed code in SQL Server
- storing & querying XML data in SQL Server
- working with SQL Server spatial data.

***Prerequisites:*** Students must have knowledge of writing Transact-SQL queries and basic relational database concepts.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20464**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, October 17, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# IMPLEMENTING DATA MODELS & REPORTS WITH MS SQL SERVER (2014)

***Brief Course Description:***



This course describes how to implement multidimensional & tabular data models, deliver reports with Microsoft SQL Server Reporting Services, and create dashboards with SharePoint Server PerformancePoint Services. Topics covered include:

- introduction to business intelligence & data modeling
- creating multidimensional databases
- working with cubes & dimensions
- working with measures & measure groups
- MDX
- enhancing a cube
- implementing an analysis services tabular data model
- DAX
- implementing & enhancing reports with SQL Server Reporting Services
- managing report execution & delivery
- performing predictive analysis with data mining.

**Prerequisites:** Students must have experience with designing a normalized database, creating tables & relationships, querying with Transact-SQL, basic programming constructs, and awareness of key business priorities.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20466**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, November 28, 2016, for 1 week	Monday - 8:00 AM – 4:00 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# INSTALLING & CONFIGURING WINDOWS SERVER 2012

***Brief Course Description:***



Topics covered include:

- deploying & managing Windows Server 2012
- introduction to AD Domain Services
- managing AD Domain Services Objects
- automating AD Domain Services administration
- implementing IPv4
- implementing DHCP, DNS, IPv6
- local storage, file & print services
- group policy
- securing Windows servers by using group policy objects
- implementing server virtualization with Hyper-V.

**Prerequisites:** Students must have an understanding of networking fundamentals and configuring security & administration tasks in an enterprise environment, as well as experience supporting or configuring MS Windows clients.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20410**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Monday, October 24, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# ACCESS 2010: LEVEL 1

**Brief Course Description:**



Topics covered include:

- building the structure of a database
- managing data in a table
- querying a database
- designing forms
- generating reports.

**Prerequisites:** Introduction to Windows

**Materials & Approximate Course Cost:**

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>Access 2010: Level 1</i>	20.00
Estimated Costs for State Employee	\$217.00

**Course: CAC101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1703	Starting Monday, November 21, 2016, for 2 days	Monday & Tuesday 8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS

# ACCESS 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- controlling data entry
- joining tables
- creating flexible queries
- improving forms
- customizing reports
- sharing data across applications.

**Prerequisites:** ACCESS 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>Access 2010: Level 2</i>	20.00
Estimated Costs for State Employee	\$217.00

**Course: CAC102**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:	
1702	Starting Wednesday, October 19, 2016, for 2 days	Wednesday & Thursday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS	Russell Walker
1703	Starting Monday, December 5, 2016, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS	Russell Walker

# HTML5: LEVEL 1

**Brief Course Description:**



Topics covered include:

- introduction to HTML5
- basic HTML structure
- document structure
- phrase elements
- attributes
- introduction to Style Sheets
- basic text & font styles
- box styles
- displaying tabular data
- creating & formatting links
- working with images.

**Prerequisites:** Students should be familiar with Windows or Mac operating systems, word processing skills, and the Internet.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CHTML51**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Monday, November 14, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn

# HTML5: LEVEL 2

**Brief Course Description:**



Topics covered include:

- planning a Web site
- HTML5 authoring
- content organization & structure
- basic SEO
- interactive forms
- data validation & error feedback
- form structure & styles
- form design considerations
- embedding native audio
- embedding native video
- styles that improve efficiency
- fonts in the cloud
- generated content
- editable content & local storage
- site testing basics.

**Prerequisites:** HTML5: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CHTML52**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Tuesday, November 15, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn

# ITIL FOUNDATION 2011 EDITION

## *Brief Course Description:*



In this course, students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Topics covered include:

- introduction
- service strategy
- service design
- service transition
- service operation
- continual service improvement
- exam preparation.

**Prerequisites:** Familiarity with IT terminology and IT-related work experience are recommended, but not required.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,435.00
Estimated Costs for State Employee	\$1,435.00

## **Course: CNHITIL1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1702	Starting Tuesday, November 8, 2016, for 3 days	Tuesday, Wednesday & Thursday	8:00 AM – 4:00 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS



# ADMINISTERING SYSTEM CENTER CONFIGURATION MANAGER & INTUNE

## *Brief Course Description:*



Topics covered include:

- managing computers & mobile devices in the enterprise
- preparing the management infrastructure to support PCs & mobile devices
- deploying & managing clients
- managing inventory for PCs & applications
- distributing & managing content used for deployments
- deploying & managing applications
- maintaining software updates for managed PCs
- implementing endpoint protection for managed PCs
- managing compliance & secure data access
- managing OS deployments
- mobile device management using Configuration Manager & Microsoft Intune
- managing & maintaining a Configuration Manager site.

<b>Prerequisites:</b>	INSTALLING & CONFIGURING WINDOWS 10 ADMINISTERING WINDOWS SERVER 2012 DEPLOYING & MANAGING WINDOWS 10 USING ENTERPRISE SERVICES
-----------------------	---

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

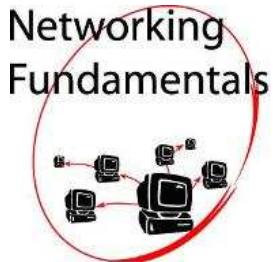
## **Course: CNH20696**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1702	Starting Monday, October 10, 2016, for 1 week	Monday - Friday	8:00 AM - 4:00 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS

# COMPTIA NETWORK+ CERTIFICATION (2011 OBJECTIVES)

***Brief Course Description:***



This course is for anyone wanting to take the Network+ Certification Test. This course will prepare the students for the N10-005 exam and certification. Topics covered include:

- network theory
- network communications methods
- network media & hardware
- network implementations
- networking models
- TCP/IP addressing & data delivery
- TCP/IP services
- LAN & WAN infrastructures
- remote networking
- system security
- network security
- network security threats & attacks
- network management
- network troubleshooting.

***Prerequisites:*** It is strongly recommended that students should have A+ certification or equivalent knowledge, and a working knowledge of Windows 8.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

**Course: CNHNET+**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Monday, November 28, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      Systems IT

# POWERPOINT 2010: LEVEL 1

## *Brief Course Description:*



This course covers the basic functions of PowerPoint 2010. Topics covered include:

- the PowerPoint window
- new presentations
- formatting slides
- drawing objects
- graphics
- tables & charts
- modifying presentations
- proofing & delivering presentations.

**Prerequisites:** INTRODUCTION TO WINDOWS

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CPP101**

### **Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Wednesday, October 26, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# POWERPOINT 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- custom presentation options
- graphic & multimedia content
- customizing SmartArt graphics & tables
- action buttons & custom slide shows
- distributing a presentation
- integrating Microsoft Office files.

**Prerequisites:** POWERPOINT 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CPP102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Thursday, October 27, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# DEPLOYING & MANAGING WINDOWS 10 USING ENTERPRISE SERVICES

***Brief Course Description:***



This course provides administrators with the knowledge & skills needed to deploy & manage Windows 10 desktops, devices, and applications in an enterprise environment. Topics covered include:

- managing desktops & devices in an enterprise environment
- deploying Windows 10 enterprise desktops
- managing user profiles & user state virtualization
- managing Windows 10 sign-in & identity
- managing desktop & application settings by using Group Policy
- managing data access for Windows-based devices
- managing remote access solutions
- configuring & managing Client Hyper-V
- managing desktop & mobile clients using Microsoft Intune
- more.

***Prerequisites:*** Students should have at least two years of experience in the IT field, knowledge of networking fundamentals & AD DS, and an understanding of Windows Server, Windows Client essentials, and Windows PowerShell syntax.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20697-2**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Monday, October 17, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# SUPPORTING & TROUBLESHOOTING WINDOWS

## 10

***Brief Course Description:***



This course is designed to provide students with the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment. Topics covered include:

- installing Windows 10
- configuring your device
- configuring network connectivity
- managing storage
- managing files & printers
- managing apps in Windows 10
- managing data security
- managing device security
- managing network security
- maintaining Windows 10
- troubleshooting & recovery.

**Prerequisites:** Students should have at least two years of experience in the IT field, knowledge of networking fundamentals & AD DS, and an understanding of Windows Server, Windows Client essentials, and Windows PowerShell syntax.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH10982**

**Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1702	Starting Monday, November 14, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS
1704	Starting Monday, October 3, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS

# TECHNOLOGY PLANNING & PROCUREMENT FOR STATE AGENCIES

**Brief Course Description:**



This course will present an overview of ITS' statutory responsibilities for planning and procurements, as well as the planning process and IT procurement policies and procedures that apply to state agency customers. Topics covered include:

- ITS statute
- why plan
- planning process
- ITS online planning system
- ITS procurement purview
- procurement process
- procurement types
- procurement instruments
- ITS/customer partnerships.

**Prerequisites:** All state agency personnel who are involved in IT planning and/or purchasing, who participate in technology initiatives, or who are interested in technology or government purchasing are encouraged to attend.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$25.00
Estimated Costs for State Employee	\$25.00

**Course: CPROCPLN**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Thursday, October 27, 2016, for 1 day	Classroom 107	ITS Procurement/ Planning Management Staff

# SQL QUERYING: LEVEL 1 (4th Ed.)

**Brief Course Description:**



This course will teach students how to compose SQL queries to retrieve information from the database. Topics covered include:

- executing a simple query
- performing a conditional search
- working with functions
- organizing data
- retrieving data from multiple tables
- presenting query results.

**Prerequisites:** Students should be familiar with their computer's operating system and basic operation.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Fundamentals of SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

**Course: CSQL41**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Monday, October 17, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown
1703	Starting Monday, December 12, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown

# SQL QUERYING: LEVEL 2 (4th Ed.)

**Brief Course Description:**



In this course, students will create advanced SQL queries and manipulate and index tables. Topics covered include:

- advanced querying using subqueries
- manipulating table data
- manipulating the table structure
- working with views
- indexing data.

**Prerequisites:** SQL QUERYING: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Advanced SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

**Course: CSQL42**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Tuesday, October 18, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown
1703	Starting Tuesday, December 13, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown

# CRYSTAL REPORTS 11: LEVEL 2

## *Brief Course Description:*



In this course, students will learn how to create more sophisticated reports, including subreports and cross-tabs, and how to increase the speed and efficiency of their reports by using SQL queries. Topics covered include:

- creating running totals
- building cross-tabs in reports
- adding subreports
- creating drill-downs
- enhancing report processing by writing SQL statements
- charting data
- reporting on Excel data with Crystal Reports
- working with prompts
- enhancing report functionality.

**Prerequisites:** CRYSTAL REPORTS 11: LEVEL 1

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

## **Course: CCR112**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1701	Starting Wednesday, November 9, 2016, for 2 days	Wednesday & Thursday 8:00 AM – 4:00 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# MICROSOFT PROJECT 2010: LEVEL 1

## *Brief Course Description:*



This course teaches the basic commands and features of Project 2010. Students will learn how to create and modify task lists, establish a project schedule, create calendars, assign resources to tasks, track costs, and work with different views and tables. Students will also apply filters and groups, sort task and resource data, and learn how to resolve resource conflicts. Topics covered include:

- project management concepts
- tasks
- resource management
- views & tables
- filters, groups, & sorting
- finalizing the task plan.

*Prerequisites:* INTRODUCTION TO WINDOWS

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Project 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## Course: CMSPJ101

### Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Tuesday, November 1, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Russell Walker

# MICROSOFT PROJECT 2010: LEVEL 2

## *Brief Course Description:*



This course builds on the basic concepts & skills. Students will learn how to work with templates, create baseline plans, monitor & update projects, analyze project statistics, handle delays & conflicts, create reports, consolidate project files, share resources, and customize Project. Students will also learn how to communicate project information by using Project Server 2010 and how to integrate Project data with other Office applications.

Topics covered include:

- using templates & importing data
- managing a project
- analyzing & adjusting the plan
- working with reports
- managing multiple projects
- exchanging project information.

**Prerequisites:** MICROSOFT PROJECT 2010: LEVEL 1

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Project 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CMSPJ102**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1701	Starting Wednesday, November 2, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr., Jackson, MS

# PROJECT MANAGEMENT PROFESSIONAL (PMP) EXAM PREPARATION

## *Brief Course Description:*



Topics covered include:

- examining professional project management
- initiating a project
- planning project work
- developing project schedules
- developing cost estimates & budgets
- planning project quality, staffing, & communications
- analyzing risks & planning risk responses
- planning project procurement
- executing project work
- managing project procurement
- monitoring & controlling project work
- monitoring & controlling project schedule & costs
- monitoring & controlling project performance & quality
- monitoring & controlling project risk & procurements
- closing the project.

**Prerequisites:** Secondary degree (high school diploma, associate's degree or equivalent), 7,500 hours leading & directing projects, 35 hours PM education, OR 4-year degree, 4,500 hours leading & directing projects, 35 hours PM education.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNHPMP**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1703	Starting Monday, November 14, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# SECURITY+ CERTIFICATION (EXAM SYO-301)

## *Brief Course Description:*



This is the primary course you will need to take to prepare for the CompTIA Security+ Certification Exam SYO-301 and if your job responsibilities include securing network services, devices, and traffic. Topics covered include:

- security fundamentals
- security threats & vulnerabilities
- network security
- managing application, data & host security
- access control, authentication, & account management
- managing certificates
- compliance & operational security
- risk management
- managing security incidents
- business continuity & disaster recovery planning.

**Prerequisites:** It is recommended that the student have Network+ Certification and two years of experience in IT administration, with a focus on security.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

## **Course: CNHSEC+**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>			<b>Location:</b>	<b>Instructor:</b>
1702	Starting Monday, October 24, 2016, for 1 week	Monday - Friday	8:00 AM - 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT



# MICROSOFT SHAREPOINT DESIGNER 2013

## *Brief Course Description:*



In this course, students will create and publish custom SharePoint workflows without code using SharePoint Designer 2013. Topics covered include:

- getting started with SharePoint Designer 2013
- customizing & implementing content types
- integrating data sources using SharePoint Designer
- creating workflows with the Workflow Platform
- creating workflows with SharePoint Designer & Visio
- packaging & deploying workflows.

**Prerequisites:** MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

## **Course: CNHSPD13**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1701	Starting Tuesday, November 8, 2016, for 1 day	8:00 AM – 4:00 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

**Brief Course Description:**



In this course, students will learn how to create, configure, and manage a SharePoint Team Site. Topics covered include:

- creating a new site
- adding & configuring libraries
- adding & configuring lists
- configuring site settings, navigation, & search
- assigning permissions & access rights
- configure content roll-up
- summary links
- site maps.

**Prerequisites:** Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

**Course: CNHSPF13SO**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Tuesday, November 22, 2016, for 1 day	8:00 AM – 4:00 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# MICROSOFT SHAREPOINT FOUNDATION 2013: SITE USER

## *Brief Course Description:*



In this course, students will learn how to use a SharePoint Team Site to access, store, and share information and documents. Topics covered include:

- accessing & navigating SharePoint Team Sites
- working with documents, content, & libraries
- working with lists
- configuring your SharePoint profile
- integrating with Microsoft Office
- working offline & remotely with SharePoint.

**Prerequisites:** Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

## **Course: CNHSPF13SU**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1702	Starting Monday, November 21, 2016, for 1 day	8:00 AM – 4:00 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# SHAREPOINT FOUNDATION 2013: SITE ADMINISTRATOR

**Brief Course Description:**



This course helps students collaborate and use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. Topics covered include:

- creating & configuring a site collection
- configuring the top-level site
- configuring site collection metadata
- managing archiving & compliance
- creating & testing a workflow
- configuring search.

**Prerequisites:** MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

**Materials & Approximate Course Cost:**

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

**Course: CNHSPF13SA**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, November 7, 2016, for 1 day	8:00 AM – 4:00 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# EXCEL 2010: LEVEL 1

**Brief Course Description:**



This course teaches the basic functions and features of Excel 2010. After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Topics covered include:

- getting started
- entering and editing data
- modifying a worksheet
- functions
- formatting
- printing
- charts
- managing large workbooks.

**Prerequisites:** INTRODUCTION TO WINDOWS

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CEX101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1703	Starting Monday, November 7, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 107      3771 Eastwood Dr., Jackson, MS

## EXCEL 2010: LEVEL 2

### **Brief Course Description:**



Topics covered include:

- using multiple worksheets & workbooks
- advanced formatting
- outlining & subtotals
- cell & range names
- tables
- Web & sharing features
- advanced charting
- documenting & auditing
- templates & settings.

**Prerequisites:** EXCEL 2010: LEVEL 1

### **Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

### **Course: CEX102**

#### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1703	Starting Thursday, December 1, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr., Jackson, MS Anne Butler

# EXCEL 2010: LEVEL 3

**Brief Course Description:**



Topics covered include:

- advanced functions
- lookups & data tables
- advanced data management
- PivotTables & PivotCharts
- exporting & importing
- analytical tools
- macros & custom functions
- unconditional formatting & SmartArt graphics.

**Prerequisites:** EXCEL 2010: LEVEL 2

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CEX103**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Wednesday, October 19, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn
1702	Starting Wednesday, December 7, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn

# VMWARE VSPHERE 6.0: INSTALL, CONFIGURE, MANAGE

## *Brief Course Description:*



This course will give you a solid understanding of how to administer a vSphere infrastructure for an organization of any size. Topics covered include:

- software-defined data center
- creating virtual machines
- vCenter server
- configuring & managing virtual networks and virtual storage
- virtual machine management
- resource management & monitoring
- vSphere high availability & fault tolerance
- host scalability
- vSphere update manager & host maintenance
- installing VMware components.

**Prerequisites:** Students should have some system administration experience on Microsoft Windows or Linux operating systems.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$3,655.00
Estimated Costs for State Employee	\$3,655.00

## **Course: CVMWICM6**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1701	Starting Monday, October 24, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      Systems IT

# WORD 2010: LEVEL 1

**Brief Course Description:**



This course covers the basic features & functions of Word 2010. After an introduction to Word's window components, students will learn how to use the Help system and navigate documents. Topics covered include:

- getting started
- navigation and selection techniques
- editing text
- formatting text
- tables
- page layout
- proofing and printing documents
- graphics.

**Prerequisites:** INTRODUCTION TO WINDOWS

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Basic	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1703	Starting Wednesday, November 16, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

---

# WORD 2010: LEVEL 2

**Brief Course Description:**



- Topics covered include:
- styles & outlines
  - sections & columns
  - formatting tables
  - printing labels & envelopes
  - templates & building blocks
  - graphics
  - managing document revisions
  - Web features.

**Prerequisites:** WORD 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Word 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Thursday, October 13, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler
1703	Starting Monday, December 5, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# WORD 2010: LEVEL 3

**Brief Course Description:**



Topics covered include:

- using mail merge
- objects & backgrounds
- using macros
- working with forms
- customizing Word
- long documents
- XML Web features.

**Prerequisites:** WORD 2010: LEVEL 2

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Advanced	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD103**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, October 24, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn
1702	Starting Wednesday, December 14, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn

## **Expanded Offering of On-Line Live Classes**

The past few years, ITS and Systems IT provided you with Mentored Learning, where a student sat in classes with pre-recorded instruction supplemented by a live Systems IT instructor to answer questions. The only limiting factor was that the local instructor, aka “the mentor,” had to be an expert on the material being delivered in order to mentor you. Finding a local “subject matter expert” in every technology application is virtually impossible.

We now have access to the best instructors from the 300+ Systems ITCenters® around the world to teach all the most popular courses locally in Jackson, Mississippi. For the student it means sitting in a live class where you are signed onto a computer, viewing and listening to a live instructor, asking questions when you desire in real time, and hearing discussions between students who could be in Alabama, North Dakota or Ireland. The student still receives the live instruction everyone wants. For your agency, it means saving the travel expense involved in sending employees to an expensive, faraway city for training. The agency maintains access to its valued employee in case of an emergency. This is a “win-win” situation!

Now, in addition to the traditional instructor-led classes offered through local Systems ITsubject matter experts (Richard, John and Chris), we are able to offer Cisco, Citrix, VMware, high-end Microsoft, Oracle, high-end .net, high-end security, and an abundance of soft skill instruction here in Mississippi through ON-LINE LIVE. Your classmates in these classes are people from around the country that are just like you, with challenges just like yours, doing jobs just like yours. By taking a class with these other people, you will benefit from their questions, participation, and real life experiences.

**The schedule of On-Line Live classes is listed on the following pages.  
PLEASE CALL SUSAN MEEK AT (601) 432-8186 TO SCHEDULE AN ON-LINE LIVE CLASS.**

**ALL ON-LINE LIVE CLASSES BEGIN PROMPTLY AT 8:00 A.M.  
STUDENTS MUST ARRIVE BY 7:45 A.M. IN ORDER TO ALLOW CLASS TO BEGIN ON TIME.**

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 1 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	12/5/2016 9:00 AM	12/9/2016 5:00 PM	\$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10175 Microsoft SharePoint 2010, Application Development	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
10262 Developing Windows Applications with Microsoft Visual Studio 2010	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$1,995.00
10263 Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10550 Programming in Visual Basic with Microsoft Visual Studio 2010	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$1,995.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	10/10/2016 9:00 AM	10/12/2016 5:00 PM	\$1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	12/19/2016 8:00 AM	12/21/2016 4:00 PM	\$1,195.00
10958 Programming Fundamentals of Web Applications	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10961 Automating Administration with Windows PowerShell	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
10961 Automating Administration with Windows PowerShell	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00
10961 Automating Administration with Windows PowerShell	Online instructor led	12/5/2016 9:00 AM	12/9/2016 5:00 PM	\$1,995.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	10/10/2016 8:00 AM	10/12/2016 4:00 PM	\$1,195.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	12/27/2016 8:00 AM	12/29/2016 4:00 PM	\$1,195.00
10964 Cloud & Datacenter Monitoring with System Center Operations Manager	Online instructor led	10/31/2016 9:00 AM	11/4/2016 5:00 PM	\$1,995.00
10964 Cloud & Datacenter Monitoring with System Center Operations Manager	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
10965 IT Service Management with System Center Service Manager	Online instructor led	11/7/2016 9:00 AM	11/11/2016 5:00 PM	\$1,995.00
10967 Fundamentals of a Windows Server Infrastructure	Online instructor led	10/31/2016 9:00 AM	11/4/2016 5:00 PM	\$1,995.00
10967 Fundamentals of a Windows Server Infrastructure	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10969 Active Directory Services with Windows Server	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
10969 Active Directory Services with Windows Server	Online instructor led	11/28/2016 9:00 AM	12/2/2016 5:00 PM	\$1,995.00
10969 Active Directory Services with Windows Server	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10970 Networking with Windows Server	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
10971 Storage and High Availability with Windows Server	Online instructor led	11/28/2016 8:00 AM	12/1/2016 4:00 PM	\$1,595.00
10972 Administering the Web Server (IIS) Role of Windows Server	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 2 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10972 Administering the Web Server (IIS) Role of Windows Server	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00
10972 Administering the Web Server (IIS) Role of Windows Server	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10974 Deploying Windows Server	Online instructor led	12/19/2016 8:00 AM	12/21/2016 4:00 PM	\$1,995.00
10975 Introduction to Programming	Online instructor led	10/24/2016 9:00 AM	10/28/2016 5:00 PM	\$1,995.00
10975 Introduction to Programming	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10979 Microsoft Azure Fundamentals	Online instructor led	10/10/2016 8:00 AM	10/11/2016 4:00 PM	\$800.00
10979 Microsoft Azure Fundamentals	Online instructor led	11/21/2016 8:00 AM	11/22/2016 4:00 PM	\$800.00
10979 Microsoft Azure Fundamentals	Online instructor led	12/27/2016 8:00 AM	12/28/2016 4:00 PM	\$800.00
10981 Infrastructure Provisioning with System Center Virtual Machine Manager	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
10982 Supporting and Troubleshooting Windows 10	Online instructor led	10/3/2016 9:00 AM	10/7/2016 5:00 PM	\$1,995.00
10982 Supporting and Troubleshooting Windows 10	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
10989 Analyzing Data with Power BI	Online instructor led	10/13/2016 8:00 AM	10/14/2016 4:00 PM	\$800.00
10989 Analyzing Data with Power BI	Online instructor led	12/19/2016 8:00 AM	12/20/2016 4:00 PM	\$800.00
20246 Monitoring and Operating a Private Cloud	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$1,995.00
20247 Configuring and Deploying a Private Cloud	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
20400 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
20400 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	11/28/2016 9:00 AM	12/2/2016 5:00 PM	\$1,995.00
20334 Core Solutions of Microsoft Skype for Business 2015	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
20334 Core Solutions of Microsoft Skype for Business 2015	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00
20334 Core Solutions of Microsoft Skype for Business 2015	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20337 Enterprise Voice and Online Services with Microsoft Lync Server 2013	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
20337 Enterprise Voice and Online Services with Microsoft Lync Server 2013	Online instructor led	11/28/2016 9:00 AM	12/2/2016 5:00 PM	\$1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	12/12/2016 9:00 AM	12/16/2016 5:00 PM	\$1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
20347 Enabling and Managing Office 365	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$1,995.00
20347 Enabling and Managing Office 365	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 3 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20347 Enabling and Managing Office 365	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online instructor led	12/12/2016 9:00 AM	12/16/2016 5:00 PM	\$1,995.00
20413 Designing and Implementing a Server Infrastructure	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$1,995.00
20413 Designing and Implementing a Server Infrastructure	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
20414 Implementing an Advanced Server Infrastructure	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
20414 Implementing an Advanced Server Infrastructure	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$1,995.00
20461 Querying Microsoft SQL Server	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
20461 Querying Microsoft SQL Server	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00
20461 Querying Microsoft SQL Server	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20462 Administering Microsoft SQL Server Databases	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
20462 Administering Microsoft SQL Server Databases	Online instructor led	11/28/2016 9:00 AM	12/2/2016 5:00 PM	\$1,995.00
20462 Administering Microsoft SQL Server Databases	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server	Online instructor led	10/10/2016 9:00 AM	10/14/2016 5:00 PM	\$1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server	Online instructor led	12/12/2016 9:00 AM	12/16/2016 5:00 PM	\$1,995.00
20464 Developing Microsoft SQL Server Databases	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20464 Developing Microsoft SQL Server Databases	Online instructor led	12/5/2016 9:00 AM	12/9/2016 5:00 PM	\$1,995.00
20465 Designing Solutions for Microsoft SQL Server 2014	Online instructor led	10/24/2016 8:00 AM	10/26/2016 4:00 PM	\$1,195.00
20465 Designing Solutions for Microsoft SQL Server 2014	Online instructor led	12/12/2016 8:00 AM	12/14/2016 4:00 PM	\$1,195.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	12/5/2016 9:00 AM	12/9/2016 5:00 PM	\$1,995.00
20467 Designing Self-Service Business Intelligence and Big Data Solutions	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
20467 Designing Self-Service Business Intelligence and Big Data Solutions	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 4 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	10/31/2016 9:00 AM	11/4/2016 5:00 PM	\$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	12/5/2016 9:00 AM	12/9/2016 5:00 PM	\$1,995.00
20481 Essentials of Developing Windows Metro Style Apps Using HTML5 and JavaScript	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$1,995.00
20482 Advanced Windows Store App Development Using HTML5 and JavaScript	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20483 Programming in C#	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
20483 Programming in C#	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
20483 Programming in C#	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20484 Essentials of Developing Windows Store Apps Using C#	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
20485 Advanced Windows Store App Development Using C#	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	11/28/2016 9:00 AM	12/2/2016 5:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20487 Developing Windows Azure and Web Services	Online instructor led	10/3/2016 9:00 AM	10/7/2016 5:00 PM	\$1,995.00
20487 Developing Windows Azure and Web Services	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20487 Developing Windows Azure and Web Services	Online instructor led	12/5/2016 9:00 AM	12/9/2016 5:00 PM	\$1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	10/17/2016 9:00 AM	10/21/2016 5:00 PM	\$1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20489 Developing Microsoft SharePoint 2013 Advanced Solutions	Online instructor led	10/24/2016 9:00 AM	10/28/2016 5:00 PM	\$1,995.00
20497 Software Testing with Microsoft Visual Studio 2013	Online instructor led	11/21/2016 8:00 AM	11/22/2016 4:00 PM	\$800.00
20532 Developing Microsoft Azure Solutions	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
20532 Developing Microsoft Azure Solutions	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20533 Implementing Microsoft Azure Infrastructure Solutions	Online instructor led	10/10/2016 9:00 AM	10/14/2016 5:00 PM	\$1,995.00
20533 Implementing Microsoft Azure Infrastructure Solutions	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
20533 Implementing Microsoft Azure Infrastructure Solutions	Online instructor led	12/12/2016 9:00 AM	12/16/2016 5:00 PM	\$1,995.00
20694 Virtualizing Enterprise Desktops and Apps	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
20695 Deploying Windows Desktops and Enterprise Applications	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20696 Administering System Center Configuration Manager and Intune	Online instructor led	10/3/2016 9:00 AM	10/7/2016 5:00 PM	\$1,995.00
20696 Administering System Center Configuration Manager and Intune	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
20696 Administering System Center Configuration Manager and Intune	Online instructor led	12/5/2016 9:00 AM	12/9/2016 5:00 PM	\$1,995.00
20697-1 Installing and Configuring Windows 10	Online instructor led	10/10/2016 9:00 AM	10/14/2016 5:00 PM	\$1,995.00
20697-1 Installing and Configuring Windows 10	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$1,995.00
20697-1 Installing and Configuring Windows 10	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
20697-2 Deploying and Managing Windows 10 Using Enterprise Services	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$1,995.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 5 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20697-2 Deploying and Managing Windows 10 Using Enterprise Services	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	10/10/2016 8:00 AM	10/12/2016 4:00 PM	\$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	12/28/2016 8:00 AM	12/30/2016 4:00 PM	\$1,195.00
40032 Networking and Security Fundamentals	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,195.00
40033 Windows Operating System and Windows Server Fundamentals	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,195.00
40034 Software Development Fundamentals with HTML5	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,195.00
40035 Software Development Fundamentals with .NET	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,195.00
40364 Database Administration Fundamentals	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
40364 Database Administration Fundamentals	Online instructor led	12/28/2016 8:00 AM	12/30/2016 4:00 PM	\$1,195.00
40365 Windows Server Administration Fundamentals	Online instructor led	12/19/2016 8:00 AM	12/21/2016 4:00 PM	\$1,195.00
50255 Managing Windows Environments with Group Policy	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
50255 Managing Windows Environments with Group Policy	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	11/28/2016 9:00 AM	12/2/2016 5:00 PM	\$1,995.00
50413 Mastering Microsoft Project 2010	Online instructor led	10/17/2016 8:00 AM	10/19/2016 4:00 PM	\$1,195.00
50413 Mastering Microsoft Project 2010	Online instructor led	12/19/2016 8:00 AM	12/21/2016 4:00 PM	\$1,195.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online instructor led	10/10/2016 8:00 AM	10/11/2016 4:00 PM	\$800.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online instructor led	12/27/2016 8:00 AM	12/28/2016 4:00 PM	\$800.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$1,995.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
55005 Microsoft Report Builder 3.0 with SQL 2008R2, SQL 2012, and SQL 2014	Online instructor led	10/31/2016 8:00 AM	11/1/2016 4:00 PM	\$800.00
55005 Microsoft Report Builder 3.0 with SQL 2008R2, SQL 2012, and SQL 2014	Online instructor led	11/21/2016 8:00 AM	11/22/2016 4:00 PM	\$800.00
55005 Microsoft Report Builder 3.0 with SQL 2008R2, SQL 2012, and SQL 2014	Online instructor led	12/19/2016 8:00 AM	12/20/2016 4:00 PM	\$800.00
55007 System Center 2012 Orchestrator	Online instructor led	12/27/2016 8:00 AM	12/29/2016 4:00 PM	\$1,195.00
55021 Configuring and Administering Hyper-V in Windows Server 2012	Online instructor led	10/10/2016 8:00 AM	10/12/2016 4:00 PM	\$1,195.00
55021 Configuring and Administering Hyper-V in Windows Server 2012	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
55034 Project Server 2013 Inside Out	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	10/10/2016 8:00 AM	10/11/2016 5:00 PM	\$800.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	11/22/2016 8:00 AM	11/23/2016 4:00 PM	\$800.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	12/20/2016 9:00 AM	12/21/2016 5:00 PM	\$800.00
55037 SharePoint 2013 Search Inside Out	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
55039 Windows PowerShell Scripting and Toolmaking	Online instructor led	10/31/2016 9:00 AM	11/4/2016 5:00 PM	\$1,995.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 6 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
55039 Windows PowerShell Scripting and Toolmaking	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
55040 Data Mining, Predictive Analytics with Microsoft Analysis Services and Excel PowerPivot	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
55042 SharePoint 2013 Business Intelligence	Online instructor led	10/10/2016 8:00 AM	10/12/2016 4:00 PM	\$1,195.00
55042 SharePoint 2013 Business Intelligence	Online instructor led	12/20/2016 8:00 AM	12/22/2016 4:00 PM	\$1,195.00
55049 PowerPivot, Power View and SharePoint 2013 Business Intelligence Center for Analysts	Online instructor led	11/21/2016 8:00 AM	11/22/2016 4:00 PM	\$800.00
55054 Mastering Microsoft Project 2013	Online instructor led	7/5/2016 8:00 AM	7/7/2016 4:00 PM	\$1,195.00
55054 Mastering Microsoft Project 2013	Online instructor led	10/10/2016 9:00 AM	10/12/2016 5:00 PM	\$1,195.00
55054 Mastering Microsoft Project 2013	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
55054 Mastering Microsoft Project 2013	Online instructor led	12/19/2016 9:00 AM	12/21/2016 5:00 PM	\$1,195.00
55066 PowerShell for SharePoint Administrators	Online instructor led	11/21/2016 8:00 AM	11/21/2016 4:00 PM	\$400.00
55069 PowerShell for SQL Server Administrators	Online instructor led	11/21/2016 8:00 AM	11/22/2016 4:00 PM	\$800.00
55081 Basic SharePoint Server 2013 Branding	Online instructor led	10/6/2016 8:00 AM	10/7/2016 4:00 PM	\$800.00
55081 Basic SharePoint Server 2013 Branding	Online instructor led	12/15/2016 8:00 AM	12/16/2016 4:00 PM	\$800.00
55123 Writing Reports with Report Builder and SSRS Level 1	Online instructor led	11/7/2016 8:00 AM	11/8/2016 4:00 PM	\$800.00
55128 Writing Reports with Report Builder and SSRS Level 2	Online instructor led	11/17/2016 8:00 AM	11/18/2016 4:00 PM	\$800.00
55144 SQL Server Performance Tuning and Optimization	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
55144 SQL Server Performance Tuning and Optimization	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	10/10/2016 8:00 AM	10/12/2016 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	12/19/2016 8:00 AM	12/21/2016 4:00 PM	\$1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	10/10/2016 8:00 AM	10/12/2016 4:00 PM	\$1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	12/27/2016 9:00 AM	12/29/2016 5:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	10/10/2016 9:00 AM	10/12/2016 5:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	12/19/2016 9:00 AM	12/21/2016 5:00 PM	\$1,195.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$1,995.00
6426 Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
80545 Customer Service in Microsoft Dynamics CRM 2013	Online instructor led	11/22/2016 8:00 AM	11/22/2016 4:00 PM	\$295.00
80546 Sales Management in Microsoft Dynamics CRM 2013	Online instructor led	11/23/2016 8:00 AM	11/23/2016 4:00 PM	\$295.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 7 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Access 2010 Programming with VBA	Online instructor led	10/10/2016 8:00 AM	10/12/2016 4:00 PM	\$550.00
Access 2010 Programming with VBA	Online instructor led	11/8/2016 9:00 AM	11/10/2016 5:00 PM	\$550.00
Access 2010 Programming with VBA	Online instructor led	12/12/2016 8:00 AM	12/14/2016 4:00 PM	\$550.00
Access 2013 Programming with VBA	Online instructor led	10/5/2016 9:00 AM	10/7/2016 5:00 PM	\$550.00
Access 2013 Programming with VBA	Online instructor led	12/7/2016 8:00 AM	12/9/2016 4:00 PM	\$550.00
Adobe Acrobat DC Pro	Online instructor led	12/2/2016 8:00 AM	12/2/2016 4:00 PM	\$295.00
Adobe Acrobat DC Pro	Online instructor led	10/6/2016 9:00 AM	10/6/2016 5:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	10/7/2016 8:00 AM	10/7/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	10/27/2016 8:00 AM	10/27/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	11/23/2016 8:00 AM	11/23/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	12/8/2016 8:00 AM	12/8/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	12/22/2016 8:00 AM	12/22/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	11/11/2016 9:00 AM	11/11/2016 5:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	10/12/2016 8:00 AM	10/12/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	12/12/2016 8:00 AM	12/12/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	12/28/2016 8:00 AM	12/28/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	11/16/2016 9:00 AM	11/16/2016 5:00 PM	\$295.00
Adobe Captivate 8: Beyond the Essentials	Online instructor led	10/3/2016 8:00 AM	10/4/2016 4:00 PM	\$550.00
Adobe Captivate 8: Beyond the Essentials	Online instructor led	11/8/2016 8:00 AM	11/9/2016 4:00 PM	\$550.00
Adobe Captivate 8: Beyond the Essentials	Online instructor led	12/20/2016 8:00 AM	12/21/2016 4:00 PM	\$550.00
Adobe Captivate 8: The Essentials	Online instructor led	11/3/2016 8:00 AM	11/4/2016 4:00 PM	\$550.00
Adobe Captivate 8: The Essentials	Online instructor led	12/14/2016 8:00 AM	12/15/2016 4:00 PM	\$550.00
Adobe Captivate 9: Beyond the Essentials	Online instructor led	10/17/2016 8:00 AM	10/18/2016 4:00 PM	\$550.00
Adobe Captivate 9: The Essentials	Online instructor led	10/4/2016 8:00 AM	10/5/2016 4:00 PM	\$550.00
Adobe Dreamweaver CC: Part 1	Online instructor led	11/30/2016 8:00 AM	12/1/2016 4:00 PM	\$550.00
Adobe Dreamweaver CC: Part 2	Online instructor led	12/5/2016 8:00 AM	12/6/2016 4:00 PM	\$550.00
Adobe Dreamweaver CC: Part 2	Online instructor led	10/4/2016 9:00 AM	10/5/2016 5:00 PM	\$550.00
Adobe Flash CC: Part 1	Online instructor led	11/10/2016 8:00 AM	11/11/2016 4:00 PM	\$550.00
Adobe Flash CC: Part 2	Online instructor led	11/15/2016 8:00 AM	11/16/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 1	Online instructor led	10/5/2016 9:00 AM	10/6/2016 5:00 PM	\$550.00
Adobe Illustrator CC: Part 1	Online instructor led	10/27/2016 8:00 AM	10/28/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 1	Online instructor led	11/17/2016 9:00 AM	11/18/2016 5:00 PM	\$550.00
Adobe Illustrator CC: Part 1	Online instructor led	12/6/2016 8:00 AM	12/7/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 2	Online instructor led	10/10/2016 9:00 AM	10/11/2016 5:00 PM	\$550.00
Adobe Illustrator CC: Part 2	Online instructor led	11/1/2016 8:00 AM	11/2/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 2	Online instructor led	11/21/2016 9:00 AM	11/22/2016 5:00 PM	\$550.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Adobe Illustrator CC: Part 2	Online instructor led	12/12/2016 8:00 AM	12/13/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	10/12/2016 9:00 AM	10/13/2016 5:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	10/25/2016 8:00 AM	10/26/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	11/7/2016 8:00 AM	11/8/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	11/16/2016 8:00 AM	11/17/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	12/14/2016 8:00 AM	12/15/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	10/18/2016 9:00 AM	10/19/2016 5:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	11/10/2016 8:00 AM	11/11/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	11/21/2016 8:00 AM	11/22/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	12/1/2016 9:00 AM	12/2/2016 5:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	12/21/2016 8:00 AM	12/22/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	10/4/2016 8:00 AM	10/5/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	10/19/2016 9:00 AM	10/20/2016 5:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	11/1/2016 8:00 AM	11/2/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	11/14/2016 8:00 AM	11/15/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	12/15/2016 9:00 AM	12/16/2016 5:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	10/6/2016 8:00 AM	10/7/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	10/24/2016 9:00 AM	10/25/2016 5:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	11/3/2016 8:00 AM	11/4/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	11/17/2016 8:00 AM	11/18/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	12/1/2016 8:00 AM	12/2/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	12/20/2016 9:00 AM	12/21/2016 5:00 PM	\$550.00
Android Studio Development Essentials	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$1,995.00
BA01 - Business Analysis Essentials	Online instructor led	10/10/2016 8:00 AM	10/11/2016 4:00 PM	\$800.00
BA01 - Business Analysis Essentials	Online instructor led	11/14/2016 8:00 AM	11/15/2016 4:00 PM	\$800.00
BA01 - Business Analysis Essentials	Online instructor led	12/5/2016 8:00 AM	12/6/2016 4:00 PM	\$800.00
BA02 - Strategic Enterprise Analysis	Online instructor led	10/3/2016 8:00 AM	10/4/2016 4:00 PM	\$800.00
BA03 - Writing Effective Business Cases	Online instructor led	12/14/2016 8:00 AM	12/15/2016 4:00 PM	\$800.00
BA04 - Eliciting and Writing Effective Requirements	Online instructor led	12/7/2016 8:00 AM	12/9/2016 4:00 PM	\$1,195.00
BA07 - Implementing an Agile Project	Online instructor led	11/8/2016 8:00 AM	11/9/2016 4:00 PM	\$800.00
BA09 - Managing Requirements for SharePoint Projects	Online instructor led	12/12/2016 8:00 AM	12/13/2016 4:00 PM	\$800.00
BA10 - Understanding Root Cause Analysis	Online instructor led	11/16/2016 8:00 AM	11/17/2016 4:00 PM	\$800.00
BA19 – User Acceptance Testing (UAT) for Business Analysts	Online instructor led	11/21/2016 8:00 AM	11/22/2016 4:00 PM	\$800.00
Certified Associate in Project Management (CAPM)	Online instructor led	10/3/2016 8:00 AM	10/5/2016 5:30 PM	\$1,675.00
Certified Associate in Project Management (CAPM)	Online instructor led	11/21/2016 8:00 AM	11/23/2016 5:30 PM	\$1,675.00
Certified Associate in Project Management (CAPM)	Online instructor led	12/27/2016 8:00 AM	12/29/2016 5:30 PM	\$1,675.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Certified Information Security Manager (CISM)	Online instructor led	10/3/2016 8:00 AM	10/5/2016 4:00 PM	\$1,675.00
Certified Information Security Manager (CISM)	Online instructor led	12/27/2016 8:00 AM	12/29/2016 4:00 PM	\$1,675.00
Certified Information System Security Professional (CISSP)	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	11/14/2016 9:00 AM	11/18/2016 5:00 PM	\$2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$2,395.00
Certified Information Systems Auditor (CISA)	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$2,395.00
Cisco Implementing Advanced Cisco ASA Security v2.1 (SASAA)	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$2,995.00
Cisco Implementing Advanced Cisco ASA Security v2.1 (SASAA)	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Edge Network Security Solutions v1.0 (SENSS)	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Edge Network Security Solutions v1.0 (SENSS)	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco IP Routing v2.0 (ROUTE)	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco IP Routing v2.0 (ROUTE)	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco IP Routing v2.0 (ROUTE)	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Network Security v3.0 (IINS)	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Network Security v3.0 (IINS)	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Network Security v3.0 (IINS)	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Secure Access Solutions (SISAS)	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Switched Networks v2.0 (SWITCH)	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Threat Control Solutions v1.0 (SITCS1)	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$2,995.00
Cisco Implementing Core Cisco ASA Security v1.0 (SASAC)	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$2,995.00
Cisco Implementing Core Cisco ASA Security v1.0 (SASAC)	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online instructor led	10/10/2016 8:00 AM	10/14/2016 6:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online instructor led	11/28/2016 8:00 AM	12/2/2016 6:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online instructor led	12/12/2016 9:00 AM	12/16/2016 7:00 PM	\$2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v2.0 (TSHOOT)	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v2.0 (TSHOOT)	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$2,995.00
CMB-300 Deploying and Manage Citrix XenApp and XenDesktop 7.6 Fast Track	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$2,995.00
CNS-301 Citrix NetScaler 11 Advanced Implementation	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$2,995.00
COBIT 5 Foundation	Online instructor led	11/28/2016 8:00 AM	11/30/2016 4:00 PM	\$1,675.00
CompTIA Advanced Security Practitioner (CASP)	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
CompTIA Advanced Security Practitioner (CASP)	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
CompTIA Cloud Essentials Certification	Online instructor led	10/10/2016 8:00 AM	10/12/2016 4:00 PM	\$795.00
CompTIA Cloud Essentials Certification	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$795.00
CompTIA Cloud+	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$795.00
CompTIA Healthcare IT Technician	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$795.00
CompTIA Linux+ Certification	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$795.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 10 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
CompTIA Linux+ Certification	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$795.00
CompTIA Linux+ Certification	Online instructor led	11/28/2016 9:00 AM	12/2/2016 5:00 PM	\$795.00
CompTIA Mobility+	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$795.00
CompTIA Project+ Certification	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$795.00
Crystal Reports 2011 - Level 1	Online instructor led	10/11/2016 8:00 AM	10/12/2016 4:00 PM	\$675.00
Crystal Reports 2011 - Level 1	Online instructor led	11/7/2016 9:00 AM	11/8/2016 5:00 PM	\$675.00
Crystal Reports 2011 - Level 1	Online instructor led	12/14/2016 8:00 AM	12/15/2016 4:00 PM	\$675.00
Crystal Reports 2011 - Level 2	Online instructor led	10/17/2016 8:00 AM	10/18/2016 4:00 PM	\$675.00
Crystal Reports 2011 - Level 2	Online instructor led	11/10/2016 9:00 AM	11/11/2016 5:00 PM	\$675.00
Crystal Reports 2011 - Level 2	Online instructor led	12/19/2016 8:00 AM	12/20/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 1	Online instructor led	10/13/2016 8:00 AM	10/14/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 1	Online instructor led	11/1/2016 8:00 AM	11/2/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 1	Online instructor led	12/21/2016 8:00 AM	12/22/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 2	Online instructor led	10/19/2016 8:00 AM	10/20/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 2	Online instructor led	11/3/2016 8:00 AM	11/4/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 2	Online instructor led	11/30/2016 9:00 AM	12/1/2016 5:00 PM	\$675.00
CXA-206 Citrix XenApp 6.5 Administration	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$2,995.00
CXD-105: Citrix XenApp and XenDesktop Help Desk Support	Online instructor led	12/19/2016 8:00 AM	12/20/2016 4:00 PM	\$2,995.00
CXD-203 Managing App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$2,995.00
CXD-203 Managing App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$2,995.00
CXD-300-61 Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$2,995.00
CXD-301 XenApp and XenDesktop Advanced Concepts – Optimizing the End User Experience	Online instructor led	11/28/2016 8:00 AM	11/29/2016 4:00 PM	\$2,995.00
CXD-302 XenApp and XenDesktop Advanced Concepts - Troubleshooting	Online instructor led	11/30/2016 8:00 AM	12/1/2016 4:00 PM	\$2,995.00
CyberSAFE Securing Assets for the End User	Online instructor led	11/21/2016 8:00 AM	11/21/2016 12:00 PM	\$475.00
EC Council Certified Secure Programmer .NET (ECSP.NET)	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$2,395.00
EC-Council Certified Ethical Hacker (CEH) v9.0	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$2,395.00
EC-Council Certified Ethical Hacker (CEH) v9.0	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$2,395.00
EC-Council Certified Ethical Hacker (CEH) v9.0	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$2,395.00
EC-Council Certified Security Analyst (ECSA) v9.0	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$2,395.00
EC-Council Computer Hacking Forensics Investigator (CHFI) v8.0	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$2,395.00
EC-Council Computer Hacking Forensics Investigator (CHFI) v8.0	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$2,395.00
Excel 2010 Programming with VBA	Online instructor led	10/12/2016 9:00 AM	10/14/2016 5:00 PM	\$550.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 11 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Excel 2010 Programming with VBA	Online instructor led	11/2/2016 8:00 AM	11/4/2016 4:00 PM	\$550.00
Excel 2010 Programming with VBA	Online instructor led	12/19/2016 8:00 AM	12/21/2016 4:00 PM	\$550.00
Excel 2013 Programming with VBA	Online instructor led	10/25/2016 8:00 AM	10/27/2016 4:00 PM	\$550.00
Excel 2013 Programming with VBA	Online instructor led	11/16/2016 8:00 AM	11/18/2016 4:00 PM	\$550.00
Excel 2013 Programming with VBA	Online instructor led	12/6/2016 8:00 AM	12/8/2016 4:00 PM	\$550.00
HTML5: Content Authoring Fundamentals	Online instructor led	10/14/2016 8:00 AM	10/14/2016 4:00 PM	\$295.00
HTML5: Content Authoring Fundamentals	Online instructor led	12/9/2016 8:00 AM	12/9/2016 4:00 PM	\$295.00
HTML5: Content Authoring with New and Advanced Features	Online instructor led	10/20/2016 8:00 AM	10/20/2016 4:00 PM	\$295.00
HTML5: Content Authoring with New and Advanced Features	Online instructor led	12/14/2016 8:00 AM	12/14/2016 4:00 PM	\$295.00
InfoPath 2010 - Creating InfoPath Forms	Online instructor led	10/26/2016 8:00 AM	10/26/2016 4:00 PM	\$295.00
InfoPath 2010 - Creating InfoPath Forms	Online instructor led	12/5/2016 8:00 AM	12/5/2016 4:00 PM	\$295.00
InfoPath Designer 2010 with Sharepoint	Online instructor led	11/18/2016 8:00 AM	11/18/2016 4:00 PM	\$295.00
Introduction to Agile Project Management	Online instructor led	10/6/2016 8:00 AM	10/6/2016 4:00 PM	\$295.00
Introduction to Agile Project Management	Online instructor led	11/4/2016 8:00 AM	11/4/2016 4:00 PM	\$295.00
Introduction to Agile Project Management	Online instructor led	11/21/2016 8:00 AM	11/21/2016 4:00 PM	\$295.00
Introduction to Python 3	Online instructor led	11/7/2016 8:00 AM	11/9/2016 4:00 PM	\$1,195.00
iOS App Development Essentials	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$2,395.00
ITIL Expert Managing Across the Lifecycle 2011 Edition	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$2,035.00
ITIL Foundation 2011 Edition	Online instructor led	10/12/2016 8:00 AM	10/14/2016 4:00 PM	\$1,435.00
ITIL Foundation 2011 Edition	Online instructor led	11/8/2016 8:00 AM	11/10/2016 4:00 PM	\$1,435.00
ITIL Foundation 2011 Edition	Online instructor led	12/19/2016 8:00 AM	12/21/2016 4:00 PM	\$1,435.00
ITIL Intermediate Continual Service Improvement 2011 Edition	Online instructor led	10/31/2016 8:00 AM	11/3/2016 4:00 PM	\$1,795.00
ITIL Intermediate Continual Service Improvement 2011 Edition	Online instructor led	12/27/2016 8:00 AM	12/30/2016 4:00 PM	\$1,795.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,795.00
ITIL Intermediate Planning Protection & Optimization 2011 Edition	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,795.00
ITIL Intermediate Release, Control & Validation 2011 Edition	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,795.00
ITIL Intermediate Release, Control & Validation 2011 Edition	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Design 2011 Edition v6.00	Online instructor led	12/5/2016 8:00 AM	12/8/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Offerings and Agreements 2011 Edition	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Operation 2011 Edition	Online instructor led	10/17/2016 8:00 AM	10/20/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Operation 2011 Edition	Online instructor led	12/19/2016 8:00 AM	12/22/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Strategy 2011 Edition	Online instructor led	11/28/2016 8:00 AM	12/1/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Transition 2011 Edition v5.51	Online instructor led	10/3/2016 8:00 AM	10/6/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Transition 2011 Edition v5.51	Online instructor led	12/12/2016 8:00 AM	12/15/2016 4:00 PM	\$1,795.00
Java EE Web Component Development with Servlets & JSPs (Java EE 6)	Online instructor led	12/19/2016 8:00 AM	12/22/2016 4:00 PM	\$1,995.00
JavaScript Essentials	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 12 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
JavaScript Essentials	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
jQuery Essentials	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,995.00
Lean Six Sigma Black Belt	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
Lean Six Sigma Black Belt	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
Lean Six Sigma Black Belt	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
Lean Six Sigma Green Belt	Online instructor led	10/12/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
Lean Six Sigma Green Belt	Online instructor led	11/7/2016 8:00 AM	11/9/2016 4:00 PM	\$1,995.00
Lean Six Sigma Green Belt	Online instructor led	12/19/2016 9:00 AM	12/21/2016 5:00 PM	\$1,995.00
Mastering Java 8	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
Mastering Java 8	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
Microsoft Office 2013 Transition from 2007/2010	Online instructor led	12/14/2016 8:00 AM	12/14/2016 4:00 PM	\$295.00
Microsoft Office 2016: Transition from Office 2007/2010	Online instructor led	10/7/2016 8:00 AM	10/7/2016 4:00 PM	\$295.00
Microsoft Office 2016: Transition from Office 2007/2010	Online instructor led	11/8/2016 9:00 AM	11/8/2016 5:00 PM	\$295.00
Microsoft Office 2016: Transition from Office 2007/2010	Online instructor led	12/2/2016 8:00 AM	12/2/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 1	Online instructor led	11/7/2016 8:00 AM	11/7/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 2	Online instructor led	8/12/2016 8:00 AM	8/12/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 2	Online instructor led	10/5/2016 8:00 AM	10/5/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 2	Online instructor led	12/9/2016 8:00 AM	12/9/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2013	Online instructor led	10/17/2016 8:00 AM	10/17/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2013	Online instructor led	11/23/2016 8:00 AM	11/23/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2013	Online instructor led	12/13/2016 9:00 AM	12/13/2016 5:00 PM	\$295.00
Office 365 Web Apps (with Skype for Business)	Online instructor led	10/31/2016 8:00 AM	10/31/2016 4:00 PM	\$295.00
Office 365 Web Apps (with Skype for Business)	Online instructor led	12/6/2016 9:00 AM	12/6/2016 5:00 PM	\$295.00
OneNote 2010	Online instructor led	10/10/2016 8:00 AM	10/10/2016 4:00 PM	\$295.00
OneNote 2010	Online instructor led	11/11/2016 9:00 AM	11/11/2016 5:00 PM	\$295.00
OneNote 2010	Online instructor led	12/9/2016 8:00 AM	12/9/2016 4:00 PM	\$295.00
OneNote 2013	Online instructor led	10/28/2016 8:00 AM	10/28/2016 4:00 PM	\$295.00
OneNote 2013	Online instructor led	11/22/2016 8:00 AM	11/22/2016 4:00 PM	\$295.00
OneNote 2016	Online instructor led	10/21/2016 8:00 AM	10/21/2016 4:00 PM	\$295.00
OneNote 2016	Online instructor led	12/22/2016 8:00 AM	12/22/2016 4:00 PM	\$295.00
Oracle 12c Administration I	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
Oracle 12c Administration II	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
Oracle 12c Administration II	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
Oracle 12c SQL Fundamentals	Online instructor led	11/7/2016 8:00 AM	11/11/2016 4:00 PM	\$1,995.00
Oracle 12c: PL/SQL Fundamentals	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
Oracle Database 11g - Administration I	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$1,995.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 13 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Oracle Database 11g - Administration II	Online instructor led	10/31/2016 8:00 AM	11/4/2016 4:00 PM	\$1,995.00
Oracle Database 11g - PL/SQL Fundamentals	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
Oracle Database 11g - SQL Fundamentals	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
Oracle Database 11g R2 - Advanced PL/SQL Programming and Tuning	Online instructor led	10/10/2016 8:00 AM	10/14/2016 4:00 PM	\$1,995.00
Oracle Database 11g R2 - SQL Tuning, Architecture and Internals	Online instructor led	10/24/2016 8:00 AM	10/28/2016 4:00 PM	\$1,995.00
PMI Agile Certified Professional (PMI-ACP) Exam Preparation	Online instructor led	11/21/2016 8:00 AM	11/23/2016 4:00 PM	\$1,195.00
Presentation Skills	Online instructor led	10/19/2016 8:00 AM	10/19/2016 4:00 PM	\$295.00
Presentation Skills	Online instructor led	11/10/2016 8:00 AM	11/10/2016 4:00 PM	\$295.00
Presentation Skills	Online instructor led	12/16/2016 9:00 AM	12/16/2016 5:00 PM	\$295.00
Project 2013 - Part 1	Online instructor led	10/6/2016 8:00 AM	10/6/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	10/24/2016 8:00 AM	10/24/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	11/1/2016 8:00 AM	11/1/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	11/17/2016 8:00 AM	11/17/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	12/7/2016 8:00 AM	12/7/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	12/15/2016 9:00 AM	12/15/2016 5:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	10/10/2016 8:00 AM	10/10/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	10/26/2016 8:00 AM	10/26/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	11/3/2016 8:00 AM	11/3/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	11/21/2016 8:00 AM	11/21/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	12/1/2016 8:00 AM	12/1/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	12/19/2016 9:00 AM	12/19/2016 5:00 PM	\$155.00
Project 2016 - Part 1	Online instructor led	10/12/2016 8:00 AM	10/12/2016 4:00 PM	\$155.00
Project 2016 - Part 1	Online instructor led	11/10/2016 9:00 AM	11/10/2016 5:00 PM	\$155.00
Project 2016 - Part 1	Online instructor led	12/12/2016 8:00 AM	12/12/2016 4:00 PM	\$155.00
Project 2016 - Part 2	Online instructor led	10/14/2016 8:00 AM	10/14/2016 4:00 PM	\$155.00
Project 2016 - Part 2	Online instructor led	11/14/2016 9:00 AM	11/14/2016 5:00 PM	\$155.00
Project 2016 - Part 2	Online instructor led	12/14/2016 8:00 AM	12/14/2016 4:00 PM	\$155.00
Project Management Essentials	Online instructor led	10/3/2016 9:00 AM	10/5/2016 5:00 PM	\$795.00
Project Management Essentials	Online instructor led	11/14/2016 8:00 AM	11/16/2016 4:00 PM	\$795.00
Project Management Essentials	Online instructor led	12/20/2016 8:00 AM	12/22/2016 4:00 PM	\$795.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	10/17/2016 8:00 AM	10/21/2016 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	11/28/2016 8:00 AM	12/2/2016 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	12/12/2016 8:00 AM	12/16/2016 4:00 PM	\$1,995.00
Using Microsoft Windows 10	Online instructor led	10/25/2016 8:00 AM	10/25/2016 4:00 PM	\$155.00

Systems IT, Inc.  
Course Schedule  
July to December 2016

Page 14 of 14

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Using Microsoft Windows 10	Online instructor led	11/22/2016 8:00 AM	11/22/2016 4:00 PM	\$155.00
Using Microsoft Windows 10	Online instructor led	12/21/2016 9:00 AM	12/21/2016 5:00 PM	\$155.00
Visio 2016: Part 1	Online instructor led	10/10/2016 8:00 AM	10/10/2016 4:00 PM	\$295.00
Visio 2016: Part 1	Online instructor led	11/9/2016 9:00 AM	11/9/2016 5:00 PM	\$295.00
Visio 2016: Part 1	Online instructor led	12/13/2016 8:00 AM	12/13/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	10/18/2016 8:00 AM	10/18/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	11/3/2016 8:00 AM	11/3/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	11/21/2016 8:00 AM	11/21/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	12/7/2016 9:00 AM	12/7/2016 5:00 PM	\$295.00
Visio Professional 2010 - Level 2	Online instructor led	10/20/2016 8:00 AM	10/20/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 2	Online instructor led	12/8/2016 9:00 AM	12/8/2016 5:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	10/13/2016 8:00 AM	10/13/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	10/26/2016 8:00 AM	10/26/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	11/8/2016 9:00 AM	11/8/2016 5:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	11/21/2016 8:00 AM	11/21/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	12/2/2016 8:00 AM	12/2/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	12/15/2016 8:00 AM	12/15/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 2	Online instructor led	10/18/2016 8:00 AM	10/18/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 2	Online instructor led	11/11/2016 9:00 AM	11/11/2016 5:00 PM	\$295.00
Visio Professional 2013 - Part 2	Online instructor led	12/5/2016 8:00 AM	12/5/2016 4:00 PM	\$295.00
VMware Horizon (with View): Install, Configure, Manage v6.2	Online instructor led	10/17/2016 8:00 AM	10/20/2016 4:00 PM	\$3,125.00
VMware Horizon (with View): Install, Configure, Manage v6.2	Online instructor led	11/14/2016 9:00 AM	11/17/2016 5:00 PM	\$3,125.00
VMware Horizon (with View): Install, Configure, Manage v6.2	Online instructor led	12/12/2016 8:00 AM	12/15/2016 4:00 PM	\$3,125.00
VMware vSphere Install, Configure, Manage v5.5	Online instructor led	10/3/2016 9:00 AM	10/7/2016 5:00 PM	\$3,655.00
VMware vSphere Install, Configure, Manage v5.5	Online instructor led	11/14/2016 8:00 AM	11/18/2016 4:00 PM	\$3,655.00
VMware vSphere Install, Configure, Manage v5.5	Online instructor led	12/5/2016 9:00 AM	12/9/2016 5:00 PM	\$3,655.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	10/4/2016 8:00 AM	10/4/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	10/20/2016 8:00 AM	10/20/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	11/9/2016 8:00 AM	11/9/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	11/18/2016 8:00 AM	11/18/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	12/7/2016 8:00 AM	12/7/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	12/19/2016 8:00 AM	12/19/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 2	Online instructor led	10/7/2016 8:00 AM	10/7/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 2	Online instructor led	10/25/2016 8:00 AM	10/25/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 2	Online instructor led	12/21/2016 8:00 AM	12/21/2016 4:00 PM	\$295.00
Windows Server 2012 MCSA Bootcamp	Online instructor led	11/7/2016 8:00 AM	11/11/2016 7:00 PM	\$2,995.00

## **WELCOME TO SKILLSOFT ONLINE TRAINING!**

ITS has entered into an agreement with Skillsoft to provide self-paced, on-line training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement.

Skillsoft offers over 3,200 courses available via the Internet. For a complete listing, visit [www.skillsoft.com/catalog/](http://www.skillsoft.com/catalog/).

Training is available anywhere, anytime. Students progress at their own speed and can return to the courses for "just-in-time" reference. Skill Assessment helps students measure their progress. There is sound instructional design and consistent content for all students. Throughout the courses there are multi-step simulations to give students an opportunity to practice what they have learned.

### **Available subscriptions and costs:**

- **Skillchoice Complete** - \$225 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
  - Mentoring
  - Express Guides
  - Business Pro by Books 24x7 (8,000 digitized books)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Office Essentials by Books 24x7 (600 digitized books)
- **Full Library** – \$150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
- **Technical (IT) Library** - \$150 per student for one full year, includes the following:
  - IT Courseware Collection (1,700 courses)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Mentoring
- **Business Library** - \$150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Business Pro by Books 24x7 (8,000 digitized books)
  - Mentoring
- **Desktop Library** - \$55 per student for one full year subscription, includes the following:
  - Desktop Courseware Collection (500 courses)
  - Office Essentials from Books 24x7 (600 digitized books)

If an employee leaves the department, the student ID may be reassigned to another staff member for the balance of the license period. Access to all courses is one price per student, which includes technical support, marketing support, and reporting capabilities. Installation is minimal since courses play directly from standard browsers and use a Shockwave plug-in for simulations.

Please visit [www.skillsoft.com](http://www.skillsoft.com) for more course information.

### **How to Participate:**

Print and complete the ITS Online Training Registration Form and email or fax it to Susan Meek.

### **For More Information Contact:**

**Susan Meek, Eastwood Education Center**

[susan.meek@its.ms.gov](mailto:susan.meek@its.ms.gov)

Phone:(601) 432-8186

Fax:(601) 713-6380



# **Skillsoft Course Directory**

**We improve the performance of organizations by improving the performance of their people.**

**September 2016**

Skillsoft is a pioneer in the field of learning with a long history of innovation. Skillsoft provides cloud-based learning solutions for our customers worldwide, who range from global enterprises, government and education customers to mid-sized and small businesses.

Our courses, books and videos have been developed by industry-leading learning experts to ensure that they build talent and develop a more knowledgeable, productive and valuable workforce. Our customer support teams draw on a wealth of in-house experience and a comprehensive learning e-library to develop both packaged and custom learning programs tailored to our customers' needs.

We currently serve over 6,700 customers and more than 45,000,000 learners worldwide and provide continuing, hands-on support to assist them in maximizing their ongoing success. For more information visit [www.skillsoft.com](http://www.skillsoft.com).

## TABLE OF CONTENTS

### TABLE OF CONTENTS

<b>September 2016 .....</b>	<b>1</b>
IT SKILLS COURSEWARE .....	3
DESKTOP SKILLS COURSEWARE .....	71
BUSINESS SKILLS COURSEWARE .....	88
ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE .....	118
LEGAL COMPLIANCE COURSEWARE .....	126
FEDERAL GOVERNMENT INDUSTRY.....	130
LIVE LEARNING ALL ACCESS BUNDLES.....	131

# IT SKILLS COURSEWARE

## IT SKILLS COURSEWARE

### SOFTWARE DEVELOPMENT

#### MICROSOFT WEB APPLICATIONS

##### ■ Microsoft Visual Studio 2013: Windows Store App Essentials - HTML5 and JavaScript

Microsoft Windows Store App Essentials with HTML5: Overview	Course.....	wd_wshj_a01_it_enus
Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls	Course.....	wd_wshj_a02_it_enus
Microsoft Windows Store App Essentials with HTML5: PLM and Contracts	Course.....	wd_wshj_a03_it_enus
Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles	Course.....	wd_wshj_a04_it_enus
Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch	Course.....	wd_wshj_a05_it_enus
Microsoft Windows Store App Essentials with HTML5: Managing Data	Course.....	wd_wshj_a06_it_enus
Microsoft Windows Store App Essentials with HTML5: Security	Course.....	wd_wshj_a07_it_enus
Microsoft Windows Store App Essentials with HTML5: Deployment	Course.....	wd_wshj_a08_it_enus

##### ■ Microsoft Visual Studio 2012: Programming in HTML5 with JavaScript and CSS3

Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript	Course.....	wd_hjsc_a03_it_enus
Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3	Course.....	wd_hjsc_a01_it_enus
Microsoft Visual Studio 2012: HTML5 and JavaScript	Course.....	wd_hjsc_a02_it_enus
Microsoft Visual Studio 2012: HTML5 APIs and Local Storage	Course.....	wd_hjsc_a04_it_enus
Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs	Course.....	wd_hjsc_a05_it_enus

Microsoft Visual Studio 2012: HTML5 Graphics and Animation	Course.....	wd_hjsc_a06_it_enus
Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers	Course.....	wd_hjsc_a08_it_enus
Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5	Course.....	wd_hjsc_a07_it_enus

##### ■ Microsoft Azure and Web Services

Working With Local Data Access Technologies	Course.....	cl_mazw_a01_it_enus
Querying and Manipulating Data with the Entity Framework	Course.....	cl_mazw_a02_it_enus
Preparing and Packaging Applications For Deployment	Course.....	cl_mazw_a07_it_enus
Web Application and Services Deployment	Course.....	cl_mazw_a08_it_enus
Creating and Consuming WCF Web Services	Course.....	cl_mazw_a03_it_enus
WCF Instancing and Concurrency and WCF Data Services	Course.....	cl_mazw_a04_it_enus
Creating and Consuming Web API Services	Course.....	cl_mazw_a05_it_enus
Data Access and Services with Microsoft Azure	Course.....	cl_mazw_a06_it_enus

##### ■ Web API Essentials

Web API Essentials	Course.....	sd_apid_a01_it_enus
Web API Advanced	Course.....	sd_apid_a02_it_enus

##### ■ Microsoft Azure

Microsoft Azure: Introduction	Course.....	cl_msaz_a01_it_enus
Microsoft Azure: Networks and Storage	Course.....	cl_msaz_a02_it_enus
Microsoft Azure: Publishing and Caching	Course.....	cl_msaz_a03_it_enus

##### ■ Microsoft Azure: Implementing Infrastructure Solutions

Microsoft Azure - Implementing Infrastructure Solutions: Virtual Networks	Course.....	cl_mazi_a01_it_enus
---	-------------	---------------------

## IT SKILLS COURSEWARE

Microsoft Azure - Implementing Infrastructure Solutions: Virtual Machines	Course.....cl_mazi_a02_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Implementing Websites	Course.....cl_mazi_a03_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Storage and PaaS Cloud	Course.....cl_mazi_a04_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Data Services	Course.....cl_mazi_a05_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: CDNs and Automation	Course.....cl_mazi_a06_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Active Directory	Course.....cl_mazi_a07_it_enus

## SOFTWARE DEVELOPMENT

### WEB DEVELOPMENT TECHNOLOGIES

#### ■ Introduction to Ajax Development

Ajax Basics	
Course.....wt_ajax_a01_it_enus	
Ajax API Essentials	
Course.....wt_ajax_a02_it_enus	
Ajax Applications and Server Communication	
Course.....wt_ajax_a03_it_enus	

#### ■ Ajax

Ajax: Requesting Data and Retrieving Responses	
Course.....wt_ajaz_a01_it_enus	

#### ■ CQRS Theory

Introduction to CQRS	
Course.....sd_cqrs_a01_it_enus	

## SOFTWARE DEVELOPMENT

### JAVA 2 PROGRAMMING

#### ■ Java SE7 Fundamentals

Java SE7 Fundamentals: Introduction to Java	
Course.....jl_jsef_a01_it_enus	
Java SE7 Fundamentals: Variables, Operators, and Objects	
Course.....jl_jsef_a02_it_enus	

Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops	
Course.....jl_jsef_a03_it_enus	
Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts	
Course.....jl_jsef_a04_it_enus	
Java SE7 Fundamentals: Handling Errors and Deploying Applications	
Course.....jl_jsef_a05_it_enus	

#### ■ Java SE 7 New Features

Java SE7 New Features: Java Language and Technology Enhancements	
Course.....jl_jses_a01_it_enus	
Java SE7 New Features: I/O, Network, and Desktop Enhancements	
Course.....jl_jses_a02_it_enus	

#### ■ Java SE7 Professional

Java SE7 Professional: Syntax and Class Design	
Course.....jl_jsep_a01_it_enus	
Java SE7 Professional: Generics, Errors, and I/O	
Course.....jl_jsep_a02_it_enus	
Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization	
Course.....jl_jsep_a03_it_enus	

#### ■ Introduction to Java EE 6

Introduction to Java EE 6	
Course.....jl_jteo_a01_it_enus	

#### ■ Developing Applications Using Java Spring

Java Spring: Annotation Configuration and Java Configuration in Spring	
Course.....jl_spng_a02_it_enus	
Java Spring: Spring Application Basics	
Course.....jl_spng_a01_it_enus	
Java Spring: Creating Web Applications Using Spring MVC	
Course.....jl_spng_a03_it_enus	
Java Spring: Working with Data in Spring	
Course.....jl_spng_a04_it_enus	
Java Spring: Aspect-Oriented Programming Using Spring AOP	
Course.....jl_spng_a05_it_enus	
Java Spring: Adding Security Using the Spring Security Project	
Course.....jl_spng_a06_it_enus	

## IT SKILLS COURSEWARE

### Java Hibernate

Getting Started with Java Hibernate	
Course.....	jl_hbnt_a01_it_enus
Customized Mapping and Basic Querying in Java Hibernate	
Course.....	jl_hbnt_a02_it_enus
Advanced Querying in Java Hibernate	
Course.....	jl_hbnt_a03_it_enus

### Java SE 8 Fundamentals

Java SE 8 Fundamentals: Introduction to Java	
Course.....	jl_jsee_a01_it_enus
Java SE 8 Fundamentals: Classes and Objects	
Course.....	jl_jsee_a02_it_enus
Java SE 8 Fundamentals: Methods, Encapsulation, and Conditionals	
Course.....	jl_jsee_a03_it_enus
Java SE 8 Fundamentals: Data Manipulation and Inheritance	
Course.....	jl_jsee_a04_it_enus
Java SE 8 Fundamentals: Interfaces, Exceptions, and Deployment	
Course.....	jl_jsee_a05_it_enus

### Java SE 8 Programming

Java SE 8 Programming: Interfaces, Lambda Expressions, Collections, and Generics	
Course.....	jl_sepr_a02_it_enus
Java SE 8 Programming: Encapsulation, Polymorphism, and Abstraction	
Course.....	jl_sepr_a01_it_enus
Java SE 8 Programming: Inheritance, Interfaces, Exceptions, and Deployment	
Course.....	jl_sepr_a03_it_enus
Java SE 8 Programming: Date/Time API, I/O and File I/O (NIO.2), and Concurrency	
Course.....	jl_sepr_a04_it_enus
Java SE 8 Programming: Concurrency, Parallelism, the JDBC API, and Localization	
Course.....	jl_sepr_a05_it_enus

### Defensive Programming in Java

Defensive Programming in Java: Fundamentals	
Course.....	sd_sprj_a01_it_enus
Defensive Programming in Java: Data Handling, Injection Attacks, and Concurrency	
Course.....	sd_sprj_a02_it_enus

Defensive Programming in Java: Data Security and Access Control	
Course.....	sd_sprj_a03_it_enus

### Working with Java SE 7

Programming Apps with Java SE 7	
Course.....	jl_wjsv_a01_it_enus

### Working with Java SE 6

Programming Apps with Java SE 6	
Course.....	jl_wjsx_a01_it_enus

## SOFTWARE DEVELOPMENT

### MICROSOFT .NET SOFTWARE DEVELOPMENT TOOLS

#### Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010

Windows Applications Databinding with C# 2010	
Course.....	sd_wdcs_a04_it_enus
Creating User Interfaces for Windows Applications with C# 2010	
Course.....	sd_wdcs_a02_it_enus
Creating Windows Applications with C# 2010	
Course.....	sd_wdcs_a01_it_enus
Windows Applications Content Creation and Management with C# 2010	
Course.....	sd_wdcs_a03_it_enus
Customizing and Managing Multithreaded Applications with C# 2010	
Course.....	sd_wdcs_a05_it_enus
Securing and Deploying WPF Applications with C# 2010	
Course.....	sd_wdcs_a06_it_enus

#### Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010

Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and Visual Basic 2010	
Course.....	sd_masp_a01_it_enus
Microsoft .NET Framework 4.0: Web Form Controls with VB 2010	
Course.....	sd_masp_a02_it_enus
Microsoft .NET Framework 4.0: Data Integration with VB 2010	
Course.....	sd_masp_a03_it_enus

## IT SKILLS COURSEWARE

Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010	
Course.....	sd_masp_a04_it_enus
Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010	
Course.....	sd_masp_a05_it_enus
Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010	
Course.....	sd_masp_a06_it_enus
Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010	
Course.....	sd_masp_a07_it_enus
Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010	
Course.....	sd_masp_a08_it_enus

### ■ **Windows Communication Foundation Development in C# with Microsoft .NET Framework (70-513)**

Getting Started with WCF 4 Using C# 2010	
Course.....	sd_wccs_a01_it_enus
WCF 4 Contracts, Behaviors, and Data Management Using C# 2010	
Course.....	sd_wccs_a02_it_enus
Securing and Managing a WCF 4 Application with C# 2010	
Course.....	sd_wccs_a03_it_enus
Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010	
Course.....	sd_wccs_a04_it_enus

### ■ **Accessing Data with Microsoft .NET Framework for C# Developers (70- 516)**

Getting Started with ADO.NET 4 Connections and Commands Using C# 2010	
Course.....	sd_adcs_a01_it_enus
Managing ADO.NET 4 Connections and Commands with C# 2010	
Course.....	sd_adcs_a02_it_enus
Getting Started with ADO.NET 4 DataSets Using C# 2010	
Course.....	sd_adcs_a03_it_enus
Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010	
Course.....	sd_adcs_a04_it_enus
Updating ADO.NET DataSets with C# 2010	
Course.....	sd_adcs_a05_it_enus
Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010	
Course.....	sd_adcs_a06_it_enus
Working with the ADO.NET Entity Framework 4 Using C# 2010	
Course.....	sd_adcs_a07_it_enus
Using LINQ and XML with ADO.NET 4 and C# 2010	
Course.....	sd_adcs_a08_it_enus

### ■ **Microsoft .NET Framework 4: Windows Communication Foundation with Visual Basic 2010**

Getting Started with WCF 4 using VB 2010	
Course.....	sd_wcvb_a01_it_enus
WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010	
Course.....	sd_wcvb_a02_it_enus
Securing and Managing a WCF 4 Application with Visual Basic 2010	
Course.....	sd_wcvb_a03_it_enus

## IT SKILLS COURSEWARE

Discovery, Routing, and RESTful Services in WCF 4  
Applications with VB 2010  
Course.....sd\_wcvb\_a04\_it\_enus

### Microsoft .NET Framework 4: Accessing Data with Visual Basic 2010

Getting Started with ADO.NET 4 Connections and Commands Using Visual Basic 2010  
Course.....sd\_advb\_a01\_it\_enus  
Managing ADO.NET 4 Connections and Commands with Visual Basic 2010  
Course.....sd\_advb\_a02\_it\_enus  
Getting Started with ADO.NET 4 DataSets using Visual Basic 2010  
Course.....sd\_advb\_a03\_it\_enus  
Updating ADO.NET DataSets with Visual Basic 2010  
Course.....sd\_advb\_a05\_it\_enus  
Viewing and Navigating Data with ADO.NET 4 DataSets using Visual Basic 2010  
Course.....sd\_advb\_a04\_it\_enus  
Synchronizing Data and Managing ADO.NET 4 Applications with Visual Basic 2010  
Course.....sd\_advb\_a06\_it\_enus  
Working with the ADO.NET Entity Framework 4 using Visual Basic 2010  
Course.....sd\_advb\_a07\_it\_enus  
Using LINQ and XML with ADO.NET 4 and Visual Basic 2010  
Course.....sd\_advb\_a08\_it\_enus

### Microsoft .NET Framework 4: Windows Application Development with Visual Basic 2010

Windows Application Development with Visual Basic 2010  
Course.....sd\_wdwb\_a01\_it\_enus  
Creating User Interfaces for Windows Applications with Visual Basic 2010  
Course.....sd\_wdwb\_a02\_it\_enus  
Windows Applications Content Creation and Management with Visual Basic 2010  
Course.....sd\_wdwb\_a03\_it\_enus  
Windows Applications Databinding with Visual Basic 2010  
Course.....sd\_wdwb\_a04\_it\_enus  
Customizing and Managing Multithreaded Applications with Visual Basic 2010  
Course.....sd\_wdwb\_a05\_it\_enus  
Securing and Deploying WPF Applications with Visual Basic 2010  
Course.....sd\_wdwb\_a06\_it\_enus

### Microsoft .NET: An Overview

.NET Overview: Windows, Web, and the Cloud  
Course.....sd\_mnov\_a01\_it\_enus

### Essentials of Developing Windows Store Apps Using C#

Getting Familiar With Windows 8.1 UI and Layout  
Course.....wd\_wsae\_a01\_it\_enus  
Working With Data and Files  
Course.....wd\_wsae\_a02\_it\_enus  
Navigation and Layout in Windows Store Apps  
Course.....wd\_wsae\_a03\_it\_enus  
Working With Charms and Contracts  
Course.....wd\_wsae\_a04\_it\_enus  
Working With The App Bar, Semantic Zoom, User Input, and Process Lifetime Management  
Course.....wd\_wsae\_a05\_it\_enus  
Authentication, Authorization, and App Deployment  
Course.....wd\_wsae\_a06\_it\_enus

### Microsoft .NET Framework: WPF with XAML and C#

WPF Fundamentals with XAML and C#  
Course.....sd\_wpfn\_a01\_it\_enus

### Architecture N-Tier/REST

Architecture N-Tier/REST: Designing and Building Applications  
Course.....sd\_arcr\_a01\_it\_enus

### F# Fundamentals

Getting Started with F#  
Course.....sd\_fsfn\_a01\_it\_enus  
Data, Workflows, and Charting in F#  
Course.....sd\_fsfn\_a02\_it\_enus

### Secure Programming for .NET

Securing .NET Programming  
Course.....sd\_spdn\_a01\_it\_enus

### Visual Studio Code Cross-platform Code Editor

Visual Studio Code Cross-platform Code Editor: Basics  
Course.....sd\_vscp\_a01\_it\_enus

## IT SKILLS COURSEWARE

### ■ Visual Studio for New Users

Introducing Visual Studio	
Course.....	wd_vsaa_a01_it_enus
Visual Studio Frameworks and Tools	
Course.....	wd_vsaa_a02_it_enus

### ■ Introduction to ASP.NET Core 1.0 and MVC

Introduction to ASP.NET Core 1.0	
Course.....	sd_adnm_a01_it_enus
Developing ASP.NET Core 1.0 and MVC Applications	
Course.....	sd_adnm_a02_it_enus

## SOFTWARE DEVELOPMENT

### GENERIC LANGUAGES

### ■ Developing With Python

Advanced Python	
Course.....	pg_dvpy_a03_it_enus
Python Language Basics	
Course.....	pg_dvpy_a01_it_enus
Applications of Python	
Course.....	pg_dvpy_a02_it_enus

### ■ Software Development Fundamentals with Visual Studio

Introduction to Programming	
Course.....	sd_sdfm_a01_it_enus
Programming Basics	
Course.....	sd_sdfm_a02_it_enus
Beginning Windows Applications	
Course.....	sd_sdfm_a03_it_enus

### ■ Ruby On Rails

Databases in Ruby on Rails: Advanced Concepts	
Course.....	pg_rubr_a05_it_enus
Web APIs with Ruby on Rails	
Course.....	pg_rubr_a06_it_enus
Ruby on Rails - Fundamentals	
Course.....	pg_rubr_a01_it_enus
Ruby on Rails - Database Fundamentals	
Course.....	pg_rubr_a02_it_enus
Ruby on Rails for .NET Developers	
Course.....	pg_rubr_a03_it_enus
Working with Databases in Ruby on Rails	
Course.....	pg_rubr_a04_it_enus

### ■ Ruby Programming

Advanced Ruby Features	
Course.....	pg_ruby_a03_it_enus
Getting Started with Ruby	
Course.....	pg_ruby_a01_it_enus
Working with Ruby	
Course.....	pg_ruby_a02_it_enus

### ■ Working with Clojure

Clojure Data-Driven and Web Application Fundamentals	
Course.....	sl_jclj_a04_it_enus
Clojure Fundamentals	
Course.....	sl_jclj_a01_it_enus
Data and State Management in Clojure	
Course.....	sl_jclj_a02_it_enus
Optimizing Clojure Projects	
Course.....	sl_jclj_a03_it_enus

### ■ Introduction to R Programming

Introduction to R Programming	
Course.....	pg_rprg_a01_it_enus

### ■ Programming with ANSI C

ANSI C Language Fundamentals	
Course.....	sd_ansi_a01_it_enus
Iterations, Functions and Pointers in ANSI C	
Course.....	sd_ansi_a02_it_enus
Data Structures and File Management in ANSI C	
Course.....	sd_ansi_a03_it_enus
Optimizing and Debugging ANSI C Programs	
Course.....	sd_ansi_a04_it_enus

### ■ Introduction to Swift Programming

Swift Language Basics	
Course.....	sd_swft_a01_it_enus
Using Swift Advanced Language Features	
Course.....	sd_swft_a02_it_enus

### ■ Python Fundamentals

Python: Classes and Modules	
Course.....	pg_pyth_a02_it_enus
Python: Iteration and Exceptions	
Course.....	pg_pyth_a03_it_enus
Python: The Basics	
Course.....	pg_pyth_a01_it_enus

## IT SKILLS COURSEWARE

### ■ Introduction to Scala

Scala Introduction  
Course ..... sd\_scal\_a01\_it\_enus

### ■ Asynchronous Programming with Clojure

Asynchronous Programming with Clojure's core.async  
Library  
Course ..... sd\_apcl\_a01\_it\_enus

### ■ Introduction to Scalding

The Basics of Scalding Programming  
Course ..... sd\_ussc\_a01\_it\_enus

### ■ Ruby on Rails 4.2

Introduction to Rails  
Course ..... sd\_rorf\_a01\_it\_enus  
Introduction to Models  
Course ..... sd\_rorf\_a02\_it\_enus  
Introduction to Views  
Course ..... sd\_rorf\_a03\_it\_enus  
Advanced Rails  
Course ..... sd\_rorf\_a04\_it\_enus  
Examining Rails APIs  
Course ..... sd\_rorf\_a05\_it\_enus

### ■ Getting Started with MATLAB

MATLAB Fundamentals  
Course ..... sd\_matl\_a01\_it\_enus

## SOFTWARE DEVELOPMENT

### C/C++ PROGRAMMING

#### ■ C++11 Programming Essentials

C++11: Advanced Techniques and C++14 Preview  
Course ..... pg\_cpls\_a04\_it\_enus  
C++11: Programming Fundamentals  
Course ..... pg\_cpls\_a01\_it\_enus  
C++11: Programming Techniques  
Course ..... pg\_cpls\_a02\_it\_enus  
C++11: Programming with Boost  
Course ..... pg\_cpls\_a03\_it\_enus

#### ■ Programming in C++

Programming in C++: STL I/O and Headers, Templates,  
and Namespaces  
Course ..... pg\_pcipp\_a03\_it\_enus

Programming in C++: Structure and Data Types  
Course ..... pg\_pcipp\_a04\_it\_enus  
Programming in C++: Program Structure and  
Exceptions  
Course ..... pg\_pcipp\_a05\_it\_enus  
Programming in C++: Working with Classes  
Course ..... pg\_pcipp\_a01\_it\_enus  
Programming in C++: Arrays, Pointers, and STL  
Course ..... pg\_pcipp\_a02\_it\_enus  
Programming in C++: Tools and Techniques  
Course ..... pg\_pcipp\_a06\_it\_enus

## SOFTWARE DEVELOPMENT

### PROGRAMMING BEST PRACTICES

#### ■ Software Programming Fundamentals

Software Programming Fundamentals: Design and  
Development Best Practices  
Course ..... sd\_spfm\_a01\_it\_enus  
Software Programming Fundamentals: Source Coding  
Best Practices  
Course ..... sd\_spfm\_a02\_it\_enus  
Software Programming Fundamentals: Software  
Security Best Practices  
Course ..... sd\_spfm\_a03\_it\_enus  
Software Programming Fundamentals: Best Practices  
for Maintaining Code  
Course ..... sd\_spfm\_a04\_it\_enus

#### ■ Hello, World!

Getting Started with Hello, World!  
Course ..... sd\_hewo\_a01\_it\_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE PROGRAMMING FUNDAMENTALS

#### ■ Software Programming Fundamentals

Getting Started with Software Programming  
Course ..... sd\_spff\_a01\_it\_enus  
Introduction to Software Program Design  
Course ..... sd\_spff\_a02\_it\_enus  
Software Program Control Flow Fundamentals  
Course ..... sd\_spff\_a03\_it\_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE DESIGN

## IT SKILLS COURSEWARE

### ■ Object-oriented Design

Beginning Object-Oriented Design  
Course ..... sd\_oord\_a01\_it\_enus

### ■ Service Oriented Architecture

SOA Fundamentals  
Course ..... sd\_soae\_a01\_it\_enus

### ■ SOLID Principles of Object-oriented Design

Introduction to SOLID  
Course ..... sd\_obod\_a01\_it\_enus  
SOLID Fundamentals  
Course ..... sd\_obod\_a02\_it\_enus

### ■ JIRA Fundamentals

Leveraging the JIRA Platform for Development Projects  
Course ..... sd\_jira\_a01\_it\_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE DEVELOPMENT PRINCIPLES

### ■ Agile Software Development

Introducing Agile Software Development  
Course ..... sd\_agsd\_a01\_it\_enus  
Planning an Agile Software Development Project  
Course ..... sd\_agsd\_a02\_it\_enus  
Managing Agile Software Development  
Course ..... sd\_agsd\_a03\_it\_enus  
Agile Programming and Testing  
Course ..... sd\_agsd\_a04\_it\_enus

### ■ Advanced Scrum

Advanced Scrum: Developing the Product and Sprint Backlogs  
Course ..... sd\_scrm\_a01\_it\_enus  
Advanced Scrum: Integrating and Customizing Scrum  
Course ..... sd\_scrm\_a02\_it\_enus  
Advanced Scrum: Addressing Sprint Execution Challenges  
Course ..... sd\_scrm\_a03\_it\_enus

### ■ Software Practices (SCRUM)

Software Practices (SCRUM): SCRUM Meetings  
Course ..... sd\_spse\_a02\_it\_enus

Software Practices (SCRUM): SCRUM Roles  
Course ..... sd\_spse\_a01\_it\_enus

### ■ User Experience (UX) Design Foundations

UX Design Foundations: Design Principles and Strategies  
Course ..... sd\_uxfd\_a01\_it\_enus  
UX Design Foundations: Techniques and Tools  
Course ..... sd\_uxfd\_a02\_it\_enus  
UX Design Foundations: Navigation, Layout, and Content  
Course ..... sd\_uxfd\_a03\_it\_enus

### ■ Software Practices: Waterfall

The Waterfall Software Development Model  
Course ..... sd\_wtfl\_a01\_it\_enus

### ■ Agile Software Testing

Agile Software Testing: Methodologies and Testing Approaches  
Course ..... sd\_agst\_a01\_it\_enus  
Agile Software Testing: Techniques and Tools  
Course ..... sd\_agst\_a02\_it\_enus

### ■ Kanban Fundamentals

Kanban Fundamentals: Using Kanban in IT and Software Development  
Course ..... sd\_kafu\_a01\_it\_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE TESTING FOUNDATIONS

### ■ Software Testing Foundations

Fundamentals of Software Testing  
Course ..... sd\_sftf\_a01\_it\_enus  
Testing Throughout the Software Life Cycle  
Course ..... sd\_sftf\_a02\_it\_enus  
Static Techniques and Test Design in Software Testing  
Course ..... sd\_sftf\_a03\_it\_enus  
Black-Box Software Testing Techniques  
Course ..... sd\_sftf\_a04\_it\_enus  
White-Box Software Testing Techniques  
Course ..... sd\_sftf\_a05\_it\_enus  
Software Test Management  
Course ..... sd\_sftf\_a06\_it\_enus  
Configuration Management, Risks, and Incidents in Software Testing  
Course ..... sd\_sftf\_a07\_it\_enus

## IT SKILLS COURSEWARE

Tool Support in Software Testing  
Course.....sd\_sftf\_a08\_it\_enus

### Microsoft Visual Studio Team Foundation Server 2013 Administration

Microsoft Team Foundation Server 2013: Installation and Configuration  
Course.....sd\_mtfs\_a01\_it\_enus  
Microsoft Team Foundation Server 2013: Customization for Team Use  
Course.....sd\_mtfs\_a03\_it\_enus  
Microsoft Team Foundation Server 2013: Managing an Implementation  
Course.....sd\_mtfs\_a02\_it\_enus  
Microsoft Team Foundation Server 2013: Clients, Workspaces, and Version Control  
Course.....sd\_mtfs\_a04\_it\_enus

### Selenium Automated Web Testing

Advanced Features of Selenium Automated Web Testing  
Course.....sd\_slwt\_a02\_it\_enus  
Selenium and Python  
Course.....sd\_slwt\_a05\_it\_enus  
Selenium and Java  
Course.....sd\_slwt\_a03\_it\_enus  
Selenium and C#  
Course.....sd\_slwt\_a04\_it\_enus  
Selenium Automated Web Testing Fundamentals  
Course.....sd\_slwt\_a01\_it\_enus

### Testing with JUnit

JUnit Fundamentals  
Course.....jl\_jtut\_a01\_it\_enus  
Working with JUnit Tests  
Course.....jl\_jtut\_a02\_it\_enus

### Software Testing with Visual Studio

Software Testing with Visual Studio: Create and Configure Test Plans  
Course.....sd\_stvs\_a01\_it\_enus  
Software Testing with Visual Studio: Manage Test Cases  
Course.....sd\_stvs\_a02\_it\_enus  
Software Testing with Visual Studio: Manage Test Execution Part 1  
Course.....sd\_stvs\_a03\_it\_enus  
Software Testing with Visual Studio: Manage Test Execution Part 2  
Course.....sd\_stvs\_a04\_it\_enus

### Debugging Fundamentals

Introduction to Debugging  
Course.....sd\_dbug\_a01\_it\_enus  
Visual Studio 2013 Debugging  
Course.....sd\_dbug\_a02\_it\_enus  
Debugging Tools  
Course.....sd\_dbug\_a03\_it\_enus  
Software Debugging in Windows  
Course.....sd\_dbug\_a04\_it\_enus

### Software Testing Fundamentals

Managing, Troubleshooting, and Automating Software Tests  
Course.....sd\_stfm\_a02\_it\_enus  
Creating Software Tests  
Course.....sd\_stfm\_a01\_it\_enus

### Using Cucumber

Cucumber Fundamentals  
Course.....sd\_ccmb\_a01\_it\_enus

### Software Testing Foundations

Software Testing Foundations: Testing throughout the Software Life Cycle  
Course.....sd\_sotf\_a01\_it\_enus  
Software Testing Foundations: Static, Dynamic, Black-box, and White-box Testing  
Course.....sd\_sotf\_a02\_it\_enus  
Software Testing Foundations: Test Planning, Management, and Tool Support  
Course.....sd\_sotf\_a03\_it\_enus

### Testing Android Apps with Genymotion

Genymotion: Testing Android Apps  
Course.....sd\_taag\_a01\_it\_enus

### Testing Social Media Applications

Ensuring Social Media and Application Quality  
Course.....sd\_tsma\_a01\_it\_enus

### Using Jasmine in Testing

Deploying and Using Jasmine  
Course.....sd\_jate\_a01\_it\_enus

## SOFTWARE DEVELOPMENT MICROSOFT WINDOWS STORE APPS

## IT SKILLS COURSEWARE

### ■ Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

Microsoft Advanced Windows Store Apps with HTML5: Enhancing Performance	
Course.....	wd_awsh_a01_it_enus
Microsoft Advanced Windows Store Apps with HTML5: Animations and Custom Controls	
Course.....	wd_awsh_a02_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Media and Devices	
Course.....	wd_awsh_a03_it_enus
Microsoft Advanced Windows Store App Development with HTML5: User Interaction	
Course.....	wd_awsh_a04_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Data and Security	
Course.....	wd_awsh_a05_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Localize and Deploy	
Course.....	wd_awsh_a06_it_enus

### ■ Advanced Windows Store App Development Using C# and XAML

Advanced Windows Store Apps with C# in Visual Studio 2013: Data Management	
Course.....	wd_awsa_a01_it_enus
Advanced Windows Store Apps with C# in Visual Studio 2013: The UI, Printing, WNS	
Course.....	wd_awsa_a02_it_enus
Advanced Windows Store Apps with C# in Visual Studio 2013: Media and Devices	
Course.....	wd_awsa_a03_it_enus
Advanced Windows Store Apps with C# in Visual Studio 2013: Security & Optimizing	
Course.....	wd_awsa_a04_it_enus
Advanced Windows Store Apps with C# in Visual Studio 2013: Testing & Deployment	
Course.....	wd_awsa_a05_it_enus

### ■ ASP.NET MVC Web Application Development

Getting Started with ASP.NET MVC Web Applications in Visual Studio 2013	
Course.....	wd_dwap_a01_it_enus
Designing the User Experience in ASP.NET MVC Web Applications	
Course.....	wd_dwap_a02_it_enus

Working with ASP.NET MVC Models	
Course.....	wd_dwap_a03_it_enus
ASP.NET MVC Databases and the Entity Framework	
Course.....	wd_dwap_a04_it_enus
Developing the User Experience in ASP.NET MVC	
Course.....	wd_dwap_a05_it_enus
Designing ASP.NET MVC Application Architecture	
Course.....	wd_dwap_a06_it_enus
Implementing ASP.NET Authentication and Authorization	
Course.....	wd_dwap_a07_it_enus
Debugging ASP.NET MVC Web Applications	
Course.....	wd_dwap_a08_it_enus
Configuring and Deploying an ASP.NET MVC Application	
Course.....	wd_dwap_a09_it_enus
Optimizing and Protecting Application Data	
Course.....	wd_dwap_a10_it_enus

### ■ Working with ASP.NET MVC 5

Creating and Securing MVC 5 Applications	
Course.....	wd_dwaq_a01_it_enus
Using MVC 5 with EF6, Web API 2, SignalR, and Azure	
Course.....	wd_dwaq_a02_it_enus

## SOFTWARE DEVELOPMENT

### MICROSOFT C#

#### ■ Programming in C#

Programming in C#: Implementing Data Access	
Course.....	wd_pgcs_a04_it_enus
Programming in C#: Managing Program Flow	
Course.....	wd_pgcs_a01_it_enus
Programming in C#: Debugging and Security Implementation	
Course.....	wd_pgcs_a03_it_enus
Programming in C#: Creating and Using Types	
Course.....	wd_pgcs_a02_it_enus

## SOFTWARE DEVELOPMENT

### ECLIPSE

#### ■ Fundamentals of Eclipse

Using Eclipse	
Course.....	sd_eclp_a02_it_enus
Introduction to Eclipse	
Course.....	sd_eclp_a01_it_enus

## SOFTWARE DEVELOPMENT

## IT SKILLS COURSEWARE

### MICROSOFT LINQ

#### ■ Microsoft LINQ

Getting Started with LINQ  
Course ..... sd\_linq\_a01\_it\_enus

## SOFTWARE DEVELOPMENT

### MICROSOFT ENTERPRISE LIBRARY

#### ■ Microsoft Enterprise Library

Microsoft Enterprise Library  
Course ..... sd\_enlb\_a01\_it\_enus

## SOFTWARE DEVELOPMENT

### MICROSOFT ORM

#### ■ NHibernate

NHibernate Essentials  
Course ..... sd\_nhib\_a01\_it\_enus  
NHibernate Advanced Techniques  
Course ..... sd\_nhib\_a02\_it\_enus

#### ■ Microsoft Entity Framework

Getting Started With Entity Framework  
Course ..... sd\_etyl\_a01\_it\_enus  
Advanced Entity Framework  
Course ..... sd\_etyl\_a02\_it\_enus

## SOFTWARE DEVELOPMENT

### ALGORITHMS

#### ■ Introduction to Algorithms and Data Structures

Introduction to Algorithms and Data Structures  
Course ..... sd\_alds\_a01\_it\_enus

## SOFTWARE DEVELOPMENT

### MOBILE APPLICATION DEVELOPMENT

#### ■ Programming Cross-Platform Applications in Visual Studio with Xamarin

Xamarin Android and iOS Projects in Cross-Platform Solutions in Visual Studio  
Course ..... sd\_xama\_a01\_it\_enus  
Cross-Platform Shared Code and Xamarin.Forms in Visual Studio  
Course ..... sd\_xama\_a02\_it\_enus

#### ■ New Features in Android 5.x Lollipop For Developers

Android Lollipop New Features For Developers  
Course ..... sd\_nfal\_a01\_it\_enus

#### ■ Developing Apple Watch Applications

Developing Basic Apple Watch Applications  
Course ..... sd\_daaw\_a01\_it\_enus  
Developing Advanced Apple Watch Applications  
Course ..... sd\_daaw\_a02\_it\_enus

#### ■ Titanium

Creating Mobile Apps with Appcelerator Titanium  
Course ..... ds\_tani\_a01\_dt\_enus  
Exploring the Advanced Features of Appcelerator Titanium  
Course ..... ds\_tani\_a02\_dt\_enus

#### ■ Apache Cordova

Apache Cordova: Exploring the Advanced Features  
Course ..... sd\_apco\_a02\_it\_enus  
Apache Cordova: Exploring the Basic Features  
Course ..... sd\_apco\_a01\_it\_enus

#### ■ Ionic Framework

Exploring the Basic Features of the Ionic Framework  
Course ..... sd\_iofr\_a01\_it\_enus  
Exploring the Advanced Features of the Ionic Framework  
Course ..... sd\_iofr\_a02\_it\_enus

#### ■ PhoneGap

PhoneGap: Exploring Basic Features  
Course ..... sd\_phga\_a01\_it\_enus  
PhoneGap: Exploring Advanced Features  
Course ..... sd\_phga\_a02\_it\_enus

## IT SKILLS COURSEWARE

### ■ Android For .NET Developers

Android For .NET Developers: Introduction to Xamarin For .NET Course.....	sd_afdd_a01_it_enus
Android For .NET Developers: Java, Garbage Collection, Debugging, and Runtime Course.....	sd_afdd_a05_it_enus
Android For .NET Developers: Android OS Course.....	sd_afdd_a02_it_enus
Android For .NET Developers: Different Approaches to Development Course.....	sd_afdd_a04_it_enus
Android For .NET Developers: Android User Interface Elements Course.....	sd_afdd_a03_it_enus
Android For .NET Developers: Advanced Design, Build, Android Wear, and Emulator Course.....	sd_afdd_a06_it_enus

## SOFTWARE DEVELOPMENT

### WINDOWS EMBEDDED

### ■ Windows Embedded 8.1 Industry

Windows Embedded 8.1 Industry Course.....	sd_wemb_a01_it_enus
--	---------------------

## SOFTWARE DEVELOPMENT

### CONFIGURATION MANAGEMENT

### ■ Git Fundamentals

Advanced Git Course.....	sd_gitf_a02_it_enus
Beginner Git Course.....	sd_gitf_a01_it_enus

## SOFTWARE DEVELOPMENT

### DEFENSIVE PROGRAMMING

### ■ Defensive Programming in C/C++

Defensive Coding Fundamentals for C/C++ Course.....	sd_dpcc_a01_it_enus
Defensive Coding for C/C++ Course.....	sd_dpcc_a02_it_enus

### ■ Defensive Programming in C#

Defensive Coding Fundamentals for C# Course.....	sd_dpcs_a01_it_enus
Defensive Coding for C# Course.....	sd_dpcs_a02_it_enus

### ■ Defensive Programming in JavaScript and HTML5

Defensive Coding Fundamentals for JavaScript and HTML5 Course.....	sd_dpjh_a01_it_enus
Defensive Coding for JavaScript and HTML5 Course.....	sd_dpjh_a02_it_enus

### ■ Defensive Programming in iOS

Managing Network Interaction Course.....	sd_dpio_a02_it_enus
Thinking Defensively about Functions, Methods, and Input Course.....	sd_dpio_a01_it_enus
Errors, Exceptions, and Testing Course.....	sd_dpio_a03_it_enus
Protecting Data in iOS Apps Course.....	sd_dpio_a04_it_enus

### ■ Defensive Programming in Android

Defensive Programming in Android: Input and Methods Course.....	sd_dpfa_a01_it_enus
Defensive Programming in Android: Using Standards Course.....	sd_dpfa_a02_it_enus
Defensive Programming in Android: Errors, Exceptions, and Testing Course.....	sd_dpfa_a03_it_enus
Defensive Programming in Android: Network Access and Java Defensive Techniques Course.....	sd_dpfa_a04_it_enus

## SOFTWARE DEVELOPMENT

### APACHE

### ■ Maven Fundamentals

Getting Started with Maven Course.....	sd_apma_a01_it_enus
---	---------------------

## SOFTWARE DEVELOPMENT

### GO

## IT SKILLS COURSEWARE

### ■ Go Programming Fundamentals

Programming in Go  
Course .....sd\_gopf\_a01\_it\_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE REQUIREMENTS

### ■ Introduction to iRise

iRise Editor Basics  
Course .....sd\_inir\_a01\_it\_enus  
Online Prototyping with iRise  
Course .....sd\_inir\_a02\_it\_enus  
Reusable Components and iRise Administration  
Course .....sd\_inir\_a04\_it\_enus  
Advanced Prototyping in iRise  
Course .....sd\_inir\_a03\_it\_enus

## SOFTWARE DEVELOPMENT

### MENTORING ASSETS

### ■ Mentoring Assets

Mentoring 1Z0-851 Java Standard Edition 6  
Programmer  
Mentoring Assets .....mnt310065  
Mentoring 70-515 VB - TS: Web Applications  
Development with .NET 4  
Mentoring Assets .....mnt70515vb  
Mentoring 70-513 C# - TS: Windows Communication  
Foundation with .NET 4  
Mentoring Assets .....mnt70513cs  
Mentoring 70-515 C# - TS: Web Applications  
Development with .NET 4  
Mentoring Assets .....mnt70515cs  
Mentoring 70-516 C# - TS: Accessing Data with  
Microsoft .NET Framework 4  
Mentoring Assets .....mnt70516cs  
Mentoring 70-511 C# - TS: Windows Applications  
Development with .NET 4  
Mentoring Assets .....mnt70511cs  
Mentoring 70-513 VB - TS: Windows Communication  
Foundation with .NET 4  
Mentoring Assets .....mnt70513vb  
Mentoring 70-516 VB - TS: Accessing Data with  
Microsoft .NET Framework 4  
Mentoring Assets .....mnt70516vb  
Mentoring 70-511 VB - TS: Windows Applications  
Development with .NET 4  
Mentoring Assets .....mnt70511vb

Mentoring 1Z0-804 Java SE 7 Programmer II  
Mentoring Assets .....mnt1z0804  
Mentoring 70-480 Programming in HTML5 with  
JavaScript and CSS3  
Mentoring Assets .....mnt70480  
Mentoring BH0-010 Certified Tester Foundation Level  
Mentoring Assets .....mntbh0010  
Mentoring 70-481 Developing Windows Store Apps  
using HTML5 and JavaScript  
Mentoring Assets .....mnt70481  
Mentoring 70-482 Advanced Windows Store App  
Development, HTML5 and JavaScript  
Mentoring Assets .....mnt70482  
Mentoring 70-483 Programming in C#  
Mentoring Assets .....mnt70483  
Mentoring 98-361 Software Development  
Fundamentals  
Mentoring Assets .....mnt98361  
Mentoring 70-484 Essentials of Developing Windows  
Store Apps Using C#  
Mentoring Assets .....mnt70484  
Mentoring 70-486 Developing ASP.NET MVC Web  
Applications  
Mentoring Assets .....mnt70486  
Mentoring 70-485 Advanced Windows Store App  
Development Using C#  
Mentoring Assets .....mnt70485  
Mentoring 70-487 Developing Microsoft Azure and Web  
Services  
Mentoring Assets .....mnt70487  
Mentoring 1Z0-808 Java SE Programmer 8  
Mentoring Assets .....mnt1z0808  
Mentoring Software Testing Fundamentals  
Mentoring Assets .....mnt98379  
Mentoring 1Z0-809 Java SE 8 Programmer II  
Mentoring Assets .....mnt1Z0809  
Mentoring 1Z0-803 Java SE 7 Programmer I  
Mentoring Assets .....mnt1z0803

## SOFTWARE DEVELOPMENT

### TEST PREPS

### ■ Test Preps

TestPrep 70-515 VB - TS: Web Applications  
Development with .NET 4  
Testprep Exams .....sd\_masp\_a01\_tp\_enus  
TestPrep 70-515 C# - TS: Web Applications  
Development with .NET 4  
Testprep Exams .....sd\_masc\_a01\_tp\_enus  
TestPrep 70-513 C# - TS: Windows Communication  
Foundation with .NET 4  
Testprep Exams .....sd\_wccs\_a01\_tp\_enus

## IT SKILLS COURSEWARE

TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4  
Testprep Exams ..... sd\_adcs\_a01\_tp\_enus  
TestPrep 70-511 C# - TS: Windows Applications Development with .NET 4  
Testprep Exams ..... sd\_wdcs\_a01\_tp\_enus  
TestPrep 70-513 VB - TS: Windows Communication Foundation with .NET 4  
Testprep Exams ..... sd\_wcvb\_a01\_tp\_enus  
TestPrep 1Z0-803 Java SE 7 Programmer I  
Testprep Exams ..... jl\_jsef\_a01\_tp\_enus  
TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4  
Testprep Exams ..... sd\_wdvc\_a01\_tp\_enus  
TestPrep 1Z0-804 Java SE 7 Programmer II  
Testprep Exams ..... jl\_jsep\_a01\_tp\_enus  
TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3  
Testprep Exams ..... wd\_hjsc\_a01\_tp\_enus  
TestPrep BH0-010 Certified Tester Foundation Level  
Testprep Exams ..... sd\_sftf\_a01\_tp\_enus  
TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript  
Testprep Exams ..... wd\_wshj\_a02\_tp\_enus  
TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript  
Testprep Exams ..... wd\_awsh\_a01\_tp\_enus  
TestPrep 70-483 Programming in C#  
Testprep Exams ..... wd\_pgcs\_a01\_tp\_enus  
TestPrep 70-484 Essentials of Developing Windows Store Apps Using C#  
Testprep Exams ..... wd\_wsae\_a01\_tp\_enus  
TestPrep 98-361 Software Development Fundamentals  
Testprep Exams ..... sd\_sdfm\_a01\_tp\_enus  
TestPrep 70-485 Advanced Windows Store App Development Using C#  
Testprep Exams ..... wd\_awsa\_a01\_tp\_enus  
TestPrep 70-486 Developing ASP.NET MVC Web Applications  
Testprep Exams ..... wd\_dwap\_a01\_tp\_enus  
TestPrep 70-487 Developing Microsoft Azure and Web Services  
Testprep Exams ..... cl\_mazw\_a01\_tp\_enus  
TestPrep 1Z0-808 Java SE 8 Programmer I  
Testprep Exams ..... jl\_jsee\_a01\_tp\_enus  
TestPrep 1Z0-809 Java SE 8 Programmer II  
Testprep Exams ..... jl\_sepr\_a01\_tp\_enus  
TestPrep 98-379 Software Testing Fundamentals  
Testprep Exams ..... sd\_stfm\_a01\_tp\_enus  
TestPrep 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4  
Testprep Exams ..... sd\_advb\_a01\_tp\_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### COMPTIA A+

#### ■ CompTIA A+ 220-902

CompTIA A+ 220-902: Windows Overview and Installation  
Course ..... cs\_apen\_a01\_it\_enus  
CompTIA A+ 220-902: Windows Interaction and Personalization  
Course ..... cs\_apen\_a02\_it\_enus  
CompTIA A+ 220-902: Windows Utilities and Management  
Course ..... cs\_apen\_a03\_it\_enus  
CompTIA A+ 220-902: Windows Applications and Features  
Course ..... cs\_apen\_a04\_it\_enus  
CompTIA A+ 220-902: Adding Hardware to Windows and Storage Options  
Course ..... cs\_apen\_a05\_it\_enus  
CompTIA A+ 220-902: Networking with the Windows Operating System  
Course ..... cs\_apen\_a06\_it\_enus  
CompTIA A+ 220-902: Monitoring the Windows OS and an Introduction to Other OSs  
Course ..... cs\_apen\_a07\_it\_enus  
CompTIA A+ 220-902: Mac OSX Features and an Introduction to Linux  
Course ..... cs\_apen\_a08\_it\_enus  
CompTIA A+ 220-902: Shell and Terminal Commands for Linux or Mac OSX  
Course ..... cs\_apen\_a09\_it\_enus  
CompTIA A+ 220-902: Introduction to Mobile Operating Systems  
Course ..... cs\_apen\_a10\_it\_enus  
CompTIA A+ 220-902: Introduction to Virtualization and Basic Security Concepts  
Course ..... cs\_apen\_a11\_it\_enus  
CompTIA A+ 220-902: Windows Security Features and Management  
Course ..... cs\_apen\_a12\_it\_enus  
CompTIA A+ 220-902: Common Troubleshooting and Security Practices  
Course ..... cs\_apen\_a13\_it\_enus  
CompTIA A+ 220-902: A Practical Approach to Troubleshooting  
Course ..... cs\_apen\_a14\_it\_enus

#### ■ CompTIA A+ Exam 220-901

CompTIA A+ Exam 220-901: BIOS and Startup  
Course ..... cs\_apeo\_a02\_it\_enus

## IT SKILLS COURSEWARE

CompTIA A+ Exam 220-901: Motherboards Course.....	cs_apeo_a01_it_enus
CompTIA A+ Exam 220-901: RAM Course.....	cs_apeo_a03_it_enus
CompTIA A+ Exam 220-901: Storage Solutions Course.....	cs_apeo_a04_it_enus
CompTIA A+ Exam 220-901: Different Computer Form Factors Course.....	cs_apeo_a09_it_enus
CompTIA A+ Exam 220-901: Introduction to Networking Course.....	cs_apeo_a10_it_enus
CompTIA A+ Exam 220-901: Network Protocols and Cabling Course.....	cs_apeo_a11_it_enus
CompTIA A+ Exam 220-901: Wireless Networking Course.....	cs_apeo_a12_it_enus
CompTIA A+ Exam 220-901: CPUs Course.....	cs_apeo_a05_it_enus
CompTIA A+ Exam 220-901: Connectors and Connections Course.....	cs_apeo_a06_it_enus
CompTIA A+ Exam 220-901: Display Devices Course.....	cs_apeo_a08_it_enus
CompTIA A+ Exam 220-901: Peripheral Devices Course.....	cs_apeo_a07_it_enus
CompTIA A+ Exam 220-901: Broadband Routers Course.....	cs_apeo_a13_it_enus
CompTIA A+ Exam 220-901: Internet Connections Course.....	cs_apeo_a14_it_enus
CompTIA A+ Exam 220-901: Printer Maintenance Course.....	cs_apeo_a18_it_enus
CompTIA A+ Exam 220-901: Troubleshooting Printers Course.....	cs_apeo_a19_it_enus
CompTIA A+ Exam 220-901: Mobile Computing Course.....	cs_apeo_a15_it_enus
CompTIA A+ Exam 220-901: Portable Computer Hardware Course.....	cs_apeo_a16_it_enus
CompTIA A+ Exam 220-901: Printers Course.....	cs_apeo_a17_it_enus

CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals Course.....	cs_apel_a04_it_enus
CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols Course.....	cs_apel_a05_it_enus
CompTIA A+ 220-801: Networking Technologies Course.....	cs_apel_a06_it_enus
CompTIA A+ 220-801: Networking Devices and Tools Course.....	cs_apel_a07_it_enus
CompTIA A+ 220-801: Laptops Course.....	cs_apel_a08_it_enus
CompTIA A+ 220-801: Printers Course.....	cs_apel_a09_it_enus
CompTIA A+ 220-801: Operational Procedures Course.....	cs_apel_a10_it_enus

## ■ CompTIA A+ 220-802

CompTIA A+ 220-802: Introducing Microsoft Windows Course.....	cs_appa_a01_it_enus
CompTIA A+ 220-802: Installing and Configuring Windows Course.....	cs_appa_a02_it_enus
CompTIA A+ 220-802: Optimizing Windows Course.....	cs_appa_a03_it_enus
CompTIA A+ 220-802: Managing Windows Course.....	cs_appa_a04_it_enus
CompTIA A+ 220-802: Security and Data Disposal Course.....	cs_appa_a05_it_enus
CompTIA A+ 220-802: Mobile Devices Course.....	cs_appa_a06_it_enus
CompTIA A+ 220-802: System Troubleshooting Course.....	cs_appa_a07_it_enus
CompTIA A+ 220-802: General Troubleshooting Course.....	cs_appa_a08_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### COMPTIA SERVER+

## ■ CompTIA Server+ 2009

CompTIA Server+ 2009: System Hardware Course.....	cs_csvr_a01_it_enus
CompTIA Server+ 2009: System Software Course.....	cs_csvr_a02_it_enus
CompTIA Server+ 2009: Server Functions and Network Essentials Course.....	cs_csvr_a03_it_enus
CompTIA Server+ 2009: Storage Course.....	cs_csvr_a04_it_enus

## ■ CompTIA A+ 220-801

CompTIA A+ 220-801: BIOS and Motherboards Course.....	cs_apel_a01_it_enus
CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices Course.....	cs_apel_a02_it_enus
CompTIA A+ 220-801: CPUs, Connections, and Power Supplies Course.....	cs_apel_a03_it_enus

## IT SKILLS COURSEWARE

CompTIA Server+ 2009: IT Environment Course.....	cs_csvr_a05_it_enus
CompTIA Server+ 2009: Disaster Recovery Course.....	cs_csvr_a06_it_enus
CompTIA Server+ 2009: Troubleshooting Course.....	cs_csvr_a07_it_enus
CompTIA Server+ 2009: Network and Storage Troubleshooting Course.....	cs_csvr_a08_it_enus

### ■ CompTIA Server+ 2014

CompTIA Server+ SK0-004: Server Architecture Course.....	cs_svpf_a01_it_enus
CompTIA Server+ SK0-004: Server Administration I Course.....	cs_svpf_a02_it_enus
CompTIA Server+ SK0-004: Troubleshooting I Course.....	cs_svpf_a07_it_enus
CompTIA Server+ SK0-004: Troubleshooting II Course.....	cs_svpf_a08_it_enus
CompTIA Server+ SK0-004: Server Administration II Course.....	cs_svpf_a03_it_enus
CompTIA Server+ SK0-004: Storage Course.....	cs_svpf_a04_it_enus
CompTIA Server+ SK0-004: Security Course.....	cs_svpf_a05_it_enus
CompTIA Server+ SK0-004: Networking and Disaster Recovery Course.....	cs_svpf_a06_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### COMPTIA LINUX+

#### ■ CompTIA Linux+ 2014 Powered By LPI: LX0-103

CompTIA Linux+ 2014 Powered By LPI: LX0-103: Advanced GNU and Unix Commands Course.....	cs_lxps_a04_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Devices and Filesystems Course.....	cs_lxps_a05_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: System Architecture Course.....	cs_lxps_a01_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Installation and Package Management Course.....	cs_lxps_a02_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: GNU and Unix Commands Course.....	cs_lxps_a03_it_enus

#### ■ CompTIA Linux+ 2014 Powered By LPI: LX0-104

CompTIA Linux+ 2014 Powered By LPI: LX0-104 Scripting and Administrative Tasks Course.....	cs_lxpt_a01_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-104 Essential System Services Course.....	cs_lxpt_a02_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-104 Networking Fundamentals Course.....	cs_lxpt_a03_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-104 Security, Data, and Accessibility Course.....	cs_lxpt_a04_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SHAREPOINT SERVER 2013

#### ■ Microsoft Sharepoint Server 2013: Core Solutions

Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture Course.....	es_cosp_a01_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Design Course.....	es_cosp_a02_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Installation Course.....	es_cosp_a03_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Web and Service Applications Course.....	es_cosp_a04_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Authentication Course.....	es_cosp_a05_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Security and Taxonomy Course.....	es_cosp_a06_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search Course.....	es_cosp_a07_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Maintenance and Monitoring Course.....	es_cosp_a08_it_enus

## IT SKILLS COURSEWARE

### ■ Microsoft SharePoint Server 2013 - Developing Core Solutions

Microsoft SharePoint Server 2013 - Developing Core Solutions: Planning Sites Course.....	es_spdu_a01_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Implement Security Course.....	es_spdu_a02_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: User Experience Course.....	es_spdu_a05_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Manage Solutions Course.....	es_spdu_a04_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data Course.....	es_spdu_a03_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Business Processes Course.....	es_spdu_a06_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Create Office Apps Course.....	es_spdu_a07_it_enus

### ■ Microsoft SharePoint Server 2013: Designing Advanced Solutions

Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Content Support Course.....	es_dsas_a04_it_enus
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Continuity Course.....	es_dsas_a02_it_enus
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Search Services Course.....	es_dsas_a03_it_enus
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Upgrading Course.....	es_dsas_a01_it_enus
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Applications Course.....	es_dsas_a05_it_enus
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Support Service Course.....	es_dsas_a06_it_enus
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Solutions Course.....	es_dsas_a07_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SHAREPOINT SERVER 2010

#### ■ Designing and Developing Microsoft SharePoint 2010 Applications

Data Access and Storage in SharePoint 2010 Course.....	es_spap_a01_it_enus
Development Models and Methods in SharePoint 2010 Course.....	es_spap_a02_it_enus
Presentation Layers and Components in SharePoint 2010 Course.....	es_spap_a03_it_enus
AJAX, the SharePoint Ribbon, and Content Type Development in SharePoint 2010 Course.....	es_spap_a04_it_enus
Custom Branding and Navigation for SharePoint 2010 Course.....	es_spap_a05_it_enus
Application Design and Security in SharePoint 2010 Course.....	es_spap_a06_it_enus
Performance Analysis and Debugging in SharePoint 2010 Course.....	es_spap_a07_it_enus
Integration and Data Capture Methodologies with SharePoint 2010 Course.....	es_spap_a08_it_enus
Information Architecture and Workflow Solutions in SharePoint 2010 Course.....	es_spap_a09_it_enus
Regional Settings and Configuration in SharePoint 2010 Course.....	es_spap_a10_it_enus

#### ■ Microsoft SharePoint 2010: Application Development

Customizing the SharePoint 2010 User Interface Programmatically Course.....	es_spad_a01_it_enus
Developing SharePoint 2010 Web Parts and Controls Course.....	es_spad_a02_it_enus
Developing Business Logic Using SharePoint 2010 Workflows and ECM Course.....	es_spad_a03_it_enus
Programmatically Working with Permissions and BCS in SharePoint 2010 Course.....	es_spad_a04_it_enus
Working With SharePoint 2010 Data Course.....	es_spad_a05_it_enus
SharePoint Server 2010 Object Model Course.....	es_spad_a06_it_enus

## IT SKILLS COURSEWARE

SharePoint 2010 Features and Solutions Course.....	es_spad_a07_it_enus
SharePoint 2010 Site Branding Course.....	es_spad_a08_it_enus
Extending SharePoint 2010 Search and Document Namespaces Course.....	es_spad_a09_it_enus
Stabilizing and Deploying SharePoint 2010 Components Course.....	es_spad_a10_it_enus

Sharepoint 2010 SP1: Configuring Web Applications Course.....	es_mssu_a05_it_enus
SharePoint 2010 SP1: Authentication and Web Application Security Configuration Course.....	es_mssu_a06_it_enus
Sharepoint 2010 SP1: Configuring Site Collections Course.....	es_mssu_a07_it_enus
Sharepoint 2010 SP1: Managing Features and Solutions Course.....	es_mssu_a08_it_enus
SharePoint 2010 SP1: Operational Health Course.....	es_mssu_a09_it_enus
SharePoint 2010 SP1: Performance Course.....	es_mssu_a10_it_enus
SharePoint Online Course.....	es_mssu_a11_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SYSTEM CENTER ESSENTIALS

#### Microsoft System Center Essentials: Installation and Configuration

Installing and Configuring System Center Essentials 2010 Course.....	es_msce_a01_it_enus
Managing Computers, Devices, and Updates in System Center Essentials 2010 Course.....	es_msce_a02_it_enus
Monitoring and Using Reports in System Center Essentials 2010 Course.....	es_msce_a03_it_enus
Virtualization Management in Essentials 2010 Course.....	es_msce_a04_it_enus
Backing up, Restoring, and Troubleshooting Essentials 2010 Course.....	es_msce_a05_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS 8

#### Microsoft Windows 8.1: Supporting Windows 8.1

Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications Course.....	mw_mgmb_a01_it_enus
---	---------------------

#### Microsoft SharePoint 2010 SP1: Administration

Sharepoint 2010 SP1: Designing the Physical Architecture Course.....	es_mssb_a01_it_enus
SharePoint 2010 SP1: Logical Design and Sandbox Solutions Course.....	es_mssb_a02_it_enus
SharePoint 2010 SP1: Deployment Topology and Availability Course.....	es_mssb_a03_it_enus
SharePoint 2010 SP1: Planning Service Applications and Component Strategy Course.....	es_mssb_a04_it_enus
Sharepoint 2010 SP1: Planning a SharePoint 2010 SP1 Upgrade Course.....	es_mssb_a05_it_enus
Sharepoint 2010 SP1: Designing Security Course.....	es_mssb_a06_it_enus
SharePoint 2010 SP1: Maintenance and Provisioning Course.....	es_mssb_a07_it_enus
Sharepoint 2010 SP1: Backing Up, Restoring, and Monitoring Course.....	es_mssb_a08_it_enus
Sharepoint 2010 SP1: Planning for Search Course.....	es_mssb_a09_it_enus
SharePoint 2010 SP1: Content Management, Social Computing, and Collaboration Course.....	es_mssb_a10_it_enus

#### Microsoft SharePoint Server 2010 SP1: Configuring

Sharepoint 2010 SP1: Installation and Configuration Course.....	es_mssu_a01_it_enus
Sharepoint 2010 SP1: Core Configuration Course.....	es_mssu_a02_it_enus
Sharepoint 2010 SP1: Upgrading to SharePoint 2010 SP1 Course.....	es_mssu_a03_it_enus
Sharepoint 2010 SP1: Configuring and Administering Search Course.....	es_mssu_a04_it_enus

## IT SKILLS COURSEWARE

Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings Course.....	mw_mgmb_a02_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access Course.....	mw_mgmb_a03_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security Course.....	mw_mgmb_a04_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Hardware and Mobile Devices Course.....	mw_mgmb_a05_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Recovery and Endpoint Security Course.....	mw_mgmb_a06_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Intune and Public Cloud Services Course.....	mw_mgmb_a07_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP Course.....	mw_mgmb_a08_it_enus

### Microsoft Windows 8.1: Configuration

Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1 Course.....	mw_mwcp_a01_it_enus
Microsoft Windows 8.1 - Configuring: Hardware and Applications Course.....	mw_mwcp_a02_it_enus
Microsoft Windows 8.1 - Configuring: Network Configuration Course.....	mw_mwcp_a03_it_enus
Microsoft Windows 8.1 - Configuring: Remote Management and Security Course.....	mw_mwcp_a04_it_enus
Microsoft Windows 8.1 - Configuring: Resource Access Course.....	mw_mwcp_a05_it_enus
Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices Course.....	mw_mwcp_a06_it_enus
Microsoft Windows 8.1 - Configuring: Windows Clients Course.....	mw_mwcp_a07_it_enus
Microsoft Windows 8.1 - Configuring: File and System Recovery Course.....	mw_mwcp_a08_it_enus

### Microsoft Windows: Deploying Windows Devices and Enterprise Apps

Microsoft Windows - Deploying Windows Devices and Apps: Assessment Strategies Course.....	mw_dwde_a01_it_enus
---	---------------------

Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Compatibility Course.....	mw_dwde_a02_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Images & PXE Course.....	mw_dwde_a03_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: MDT and LTI Course.....	mw_dwde_a04_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: ZTI and SCCM Course.....	mw_dwde_a05_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Activation Course.....	mw_dwde_a06_it_enus

### Microsoft Windows: Managing Enterprise Devices and Apps

Microsoft Windows - Managing Enterprise Devices and Apps: Desktops and Devices Course.....	mw_medb_a01_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Preparing SCCM Course.....	mw_medb_a02_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Client Management Course.....	mw_medb_a03_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Inventory and Assets Course.....	mw_medb_a04_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Managing Applications Course.....	mw_medb_a05_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Software Updates Course.....	mw_medb_a06_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Compliance Course.....	mw_medb_a07_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Site Management Course.....	mw_medb_a08_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS 7

#### Microsoft Windows 7: First Look for IT Professionals

Microsoft Windows 7: First Look for IT Professionals Course.....	mw_mwfp_a01_it_enus
---	---------------------

## IT SKILLS COURSEWARE

### ■ Microsoft Windows 7: Configuration

Installing, Upgrading, and Migrating to Windows 7	
Course.....	mw_mwcg_a01_it_enus
Deploying Windows 7	
Course.....	mw_mwcg_a02_it_enus
Configuring Hardware and Applications in Windows 7	
Course.....	mw_mwcg_a03_it_enus
Configuring Network Connectivity in Windows 7	
Course.....	mw_mwcg_a04_it_enus
Configuring Access to Resources in Windows 7	
Course.....	mw_mwcg_a05_it_enus
Configuring Mobile Computing in Windows 7	
Course.....	mw_mwcg_a06_it_enus
Monitoring, Backing Up, and Restoring Windows 7 Systems	
Course.....	mw_mwcg_a07_it_enus

### ■ Microsoft Windows 7: Enterprise Desktop Administrator

Planning for Windows 7 Deployment	
Course.....	mw_mwda_a01_it_enus
Determining Application Compatibility for Windows 7	
Course.....	mw_mwda_a02_it_enus
Creating a Standard Image to Deploy Windows 7	
Course.....	mw_mwda_a03_it_enus
Deploying Windows 7 Using WDS and USMT	
Course.....	mw_mwda_a04_it_enus
Deploying Windows 7 Using Lite-Touch Installation	
Course.....	mw_mwda_a05_it_enus
Deploying Windows 7 Using Zero-Touch Installation	
Course.....	mw_mwda_a06_it_enus
Designing Windows 7 Client Configuration	
Course.....	mw_mwda_a07_it_enus
Troubleshooting Windows 7 Client Configuration	
Course.....	mw_mwda_a08_it_enus
Designing Application and Update Deployments for Windows 7	
Course.....	mw_mwda_a09_it_enus

### ■ Microsoft Windows 7: Enterprise Desktop Support Technician

Identifying and Resolving Windows 7 Application Issues	
Course.....	mw_mwet_a01_it_enus
Management and Maintenance of Windows 7 Client Systems	
Course.....	mw_mwet_a02_it_enus
Troubleshooting Logon and Resource Access Issues in Windows 7	
Course.....	mw_mwet_a03_it_enus
Resolving Windows 7 Network Connectivity Issues	
Course.....	mw_mwet_a04_it_enus

Troubleshooting IE8 and Encryption Issues in Windows 7	
Course.....	mw_mwet_a05_it_enus
Protecting Windows 7 Against Malware and Vulnerabilities	
Course.....	mw_mwet_a06_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT EXCHANGE SERVER 2013

#### ■ Microsoft Exchange Server 2013: Advanced Solutions

Microsoft Exchange Server 2013 - Advanced Solutions: Availability	
Course.....	es_exca_a01_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Site-resilience Solutions	
Course.....	es_exca_a02_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Advanced Security	
Course.....	es_exca_a03_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Compliance and Discovery	
Course.....	es_exca_a04_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Migration and Federation	
Course.....	es_exca_a05_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Troubleshooting	
Course.....	es_exca_a06_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Unified Messaging	
Course.....	es_exca_a07_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS SERVER 2012

#### ■ Microsoft Windows Server 2012 R2: Installing and Configuring

Microsoft Windows Server 2012 R2 - Installing and Configuring: Servers	
Course.....	ws_icfh_a01_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Storage	
Course.....	ws_icfh_a02_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services	
Course.....	ws_icfh_a03_it_enus

## IT SKILLS COURSEWARE

Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper - V Course.....	ws_icfh_a04_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking Course.....	ws_icfh_a05_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS Course.....	ws_icfh_a06_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory Course.....	ws_icfh_a07_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs Course.....	ws_icfh_a08_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Security Course.....	ws_icfh_a09_it_enus

### ■ Microsoft Windows Server 2012 R2: Administration

Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption Course.....	ws_admo_a03_it_enus
Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS Course .....	ws_admo_a01_it_enus
Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring Course .....	ws_admo_a02_it_enus
Microsoft Windows Server 2012 R2 - Administration: Network Services and Access Course.....	ws_admo_a04_it_enus
Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP Course.....	ws_admo_a05_it_enus
Microsoft Windows Server 2012 R2 - Administration: Service Accounts and Policies Course.....	ws_admo_a06_it_enus
Microsoft Windows Server 2012 R2 - Administration: Managing Active Directory Course.....	ws_admo_a07_it_enus
Microsoft Windows Server 2012 R2 - Administration: Group Policy Processing Course.....	ws_admo_a08_it_enus
Microsoft Windows Server 2012 R2 - Administration: Managing GPOs and Preferences Course.....	ws_admo_a09_it_enus

### ■ Microsoft Windows Server 2012 R2: Configuring Advanced Services

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA Course.....	ws_cfat_a01_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: VMs and DR Course.....	ws_cfat_a02_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Storage Course.....	ws_cfat_a03_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC Course.....	ws_cfat_a04_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DHCP & DNS Course.....	ws_cfat_a05_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Domains Course.....	ws_cfat_a06_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Replication Course.....	ws_cfat_a07_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: PKI Course.....	ws_cfat_a08_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Federation Course.....	ws_cfat_a09_it_enus

### ■ Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks Course.....	ws_adin_a03_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration Course.....	ws_adin_a04_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB Course.....	ws_adin_a05_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates Course.....	ws_adin_a01_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests Course.....	ws_adin_a02_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity Course.....	ws_adin_a06_it_enus

## IT SKILLS COURSEWARE

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring Course.....	ws_adin_a07_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services Course.....	ws_adin_a08_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS Course .....	ws_adin_a09_it_enus

### ■ Microsoft Windows Server 2012 R2: Designing and Implementing an Infrastructure

Microsoft Windows Server 2012 R2: Server Infrastructure - AD Design Course.....	ws_imin_a01_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - AD DS Course.....	ws_imin_a02_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP Design Course.....	ws_imin_a05_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy Course.....	ws_imin_a03_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure – Server Deployment Course.....	ws_imin_a04_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage Course.....	ws_imin_a06_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN Course.....	ws_imin_a07_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure – DirectAccess Course.....	ws_imin_a08_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection Course.....	ws_imin_a09_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP Course.....	ws_imin_a10_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS SERVER 2008

### ■ Microsoft Windows Server 2008: Configuring Active Directory

The Active Directory Infrastructure in Windows Server 2008 Course.....	ws_mwcd_a01_it_enus
Additional Active Directory Server Roles in Windows Server 2008 Course.....	ws_mwcd_a02_it_enus
Active Directory Objects in Windows Server 2008 Course.....	ws_mwcd_a03_it_enus
Group Policy Objects Strategy in Windows Server 2008 Course.....	ws_mwcd_a04_it_enus
Configuring DNS in Windows Server 2008 Course.....	ws_mwcd_a05_it_enus
Active Directory Certificate Services in Windows Server 2008 Course.....	ws_mwcd_a06_it_enus
Communications and Security in Windows Server 2008 Course.....	ws_mwcd_a07_it_enus
Monitoring, Backups, and Recovery in Windows Server 2008 Course.....	ws_mwcd_a08_it_enus

### ■ Microsoft Windows Server 2008: Configuring Network Infrastructure

Configure IP Addressing and Windows Services in Windows Server 2008 Course.....	ws_mwci_a01_it_enus
Configure, Manage, and Maintain IP Services in Windows Server 2008 Course.....	ws_mwci_a02_it_enus
Name Resolution in Windows Server 2008 Course.....	ws_mwci_a03_it_enus
Configure Network Access in Windows Server 2008 Course.....	ws_mwci_a05_it_enus
DNS Zones and Replication in Windows Server 2008 Course.....	ws_mwci_a04_it_enus
Network Access Security in Windows Server 2008 Course.....	ws_mwci_a06_it_enus
Configure File and Print Services in Windows Server 2008 Course.....	ws_mwci_a07_it_enus
Monitor Network Infrastructure in Windows Server 2008 Course.....	ws_mwci_a08_it_enus

### ■ Microsoft Windows Server 2008: Configuring Applications Infrastructure

Deploying Windows Server 2008 Servers Course.....	ws_mwcf_a01_it_enus
---	---------------------

## IT SKILLS COURSEWARE

Configuring Windows Server 2008 Availability Course.....	ws_mwcf_a02_it_enus
Configure Terminal Services in Windows 2008 Course.....	ws_mwcf_a03_it_enus
Terminal Services Resource Access in Windows 2008 Course.....	ws_mwcf_a04_it_enus
Configuring Windows Server Hyper-V and Virtual Machines Course.....	ws_mwcf_a05_it_enus
Configuring Web Services and Security in Windows Server 2008 Course.....	ws_mwcf_a06_it_enus
Managing IIS in Windows Server 2008 Course.....	ws_mwcf_a07_it_enus
Configuring Web Service Protocols in Windows Server 2008 Course.....	ws_mwcf_a08_it_enus
Configuring Network Application Services in Windows Server 2008 Course.....	ws_mwcf_a09_it_enus

### ■ Microsoft Windows Server 2008: Enterprise Administration

Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008 Course.....	ws_mwse_a01_it_enus
Network Access in Microsoft Windows Server 2008 Course.....	ws_mwse_a02_it_enus
Application Access and Delivery in Microsoft Windows Server 2008 Course.....	ws_mwse_a03_it_enus
Server and Application Virtualization in Microsoft Windows Server 2008 Course.....	ws_mwse_a04_it_enus
Designing the Active Directory Infrastructure in Microsoft Windows Server 2008 Course.....	ws_mwse_a05_it_enus
Active Directory Administration in Microsoft Windows Server 2008 Course.....	ws_mwse_a06_it_enus
Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008 Course.....	ws_mwse_a07_it_enus
The Certificate Services Infrastructure in Microsoft Windows Server 2008 Course.....	ws_mwse_a08_it_enus
Software Updates and Compliance Management in Microsoft Windows Server 2008 Course.....	ws_mwse_a09_it_enus
Designing Data Security and High Availability in Microsoft Windows Server 2008 Course.....	ws_mwse_a10_it_enus

### ■ Microsoft Windows 2008: Update to R2

Active Directory Domain Services in Windows Server 2008 R2 Course.....	ws_mwur_a01_it_enus
Management Improvements in Windows Server 2008 R2 Course.....	ws_mwur_a02_it_enus
Improvements to Role Services in Windows Server 2008 R2 Course.....	ws_mwur_a03_it_enus
Access Control in Windows Server 2008 R2 Course.....	ws_mwur_a04_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT EXCHANGE SERVER

## IT SKILLS COURSEWARE

### ■ Microsoft Exchange Server 2013: Core Solutions

Microsoft Exchange Server 2013 - Core Solutions: Deployment Course.....	es_excs_a01_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management Course.....	es_excs_a02_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers Course.....	es_excs_a03_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity Course.....	es_excs_a04_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Message Transport Course.....	es_excs_a05_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Access Control Course.....	es_excs_a06_it_enus
Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR Course.....	es_excs_a07_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting Course.....	es_excs_a08_it_enus

### ■ Microsoft Exchange Server 2010 SP1: Configuring

Exchange Server 2010 SP1: Planning for Exchange Server Course.....	es_mesd_a01_it_enus
Exchange Server 2010 SP1: Installation and Configuration Course.....	es_mesd_a02_it_enus
Exchange Server 2010 SP1: Administrative Tools Course.....	es_mesd_a03_it_enus
Exchange Server 2010 SP1: Mailbox Server Administration Course.....	es_mesd_a04_it_enus
Exchange Server 2010 SP1: Public Folders and Messaging Records Management Course.....	es_mesd_a05_it_enus
Exchange Server 2010 SP1: Message Transport Course.....	es_mesd_a06_it_enus
Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security Course.....	es_mesd_a07_it_enus
Exchange Server 2010 SP1: Client Access Course.....	es_mesd_a08_it_enus
Exchange Server 2010 SP1: High Availability Course.....	es_mesd_a09_it_enus

Exchange Server 2010 SP1: Backup and Recovery Course.....	es_mesd_a10_it_enus
Exchange Server 2010 SP1: Monitoring Mail Flow and Performance Course.....	es_mesd_a11_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT HYPER-V

#### ■ Microsoft Windows Server 2008 R2: Server Virtualization with Hyper-V

Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview Course.....	hv_wshv_a01_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V Course.....	hv_wshv_a02_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server Course.....	hv_wshv_a03_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration Course.....	hv_wshv_a04_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management Course.....	hv_wshv_a05_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates Course.....	hv_wshv_a06_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability Course.....	hv_wshv_a07_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services Course.....	hv_wshv_a08_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles Course.....	hv_wshv_a09_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments Course.....	hv_wshv_a10_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### UNIX ESSENTIALS

#### ■ Unix OS Fundamentals

Unix OS Fundamentals: Security Course.....	lu_unsf_a03_it_enus
--	---------------------

## IT SKILLS COURSEWARE

Unix OS Fundamentals: Network Administration Course.....	lu_unsf_a04_it_enus
Unix OS Fundamentals: Managing Files and Directories Course.....	lu_unsf_a02_it_enus
Unix OS Fundamentals: An Introduction to Unix Course.....	lu_unsf_a01_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### LINUX PROFESSIONAL INSTITUTE

#### ■ Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 201

Managing Resource Utilization in Linux Course.....	lu_lalq_a06_it_enus
Linux User Notification and Device Management Course.....	lu_lalq_a01_it_enus
E-mail and Security in Linux Course.....	lu_lalq_a02_it_enus
Linux Kernel Compilation and Linux Startup Course.....	lu_lalq_a03_it_enus
Linux File Sharing and Filesystem Management Course.....	lu_lalq_a04_it_enus
Linux Network Configuration Course.....	lu_lalq_a05_it_enus

#### ■ Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 202

Booting Linux and Installing Applications from Source Course.....	lu_lalr_a05_it_enus
Linux Network Services Course.....	lu_lalr_a01_it_enus
Linux System Maintenance and Hardware Configuration Course.....	lu_lalr_a02_it_enus
Linux Security Course.....	lu_lalr_a03_it_enus
Linux System Troubleshooting Course.....	lu_lalr_a04_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### VMWARE

#### ■ VMware: Datacenter Virtualization with vSphere 5 - Part 2

VMware vSphere 5 - Part 2: VSphere Clustering Course.....	vi_vmpc_a01_it_enus
---	---------------------

VMware vSphere 5 - Part 2: Processor and Resource Management Course.....	vi_vmpc_a03_it_enus
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance Course.....	vi_vmpc_a02_it_enus
VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps Course.....	vi_vmpc_a04_it_enus
VMware vSphere 5 - Part 2: Logging and Performance Course.....	vi_vmpc_a05_it_enus
VMware vSphere 5 - Part 2: vSphere Security Course.....	vi_vmpc_a06_it_enus
VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use Course.....	vi_vmpc_a07_it_enus
VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy Course.....	vi_vmpc_a08_it_enus
VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades Course.....	vi_vmpc_a09_it_enus
VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines Course.....	vi_vmpc_a10_it_enus

#### ■ VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals Course.....	vi_vmpo_a01_it_enus
VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs Course.....	vi_vmpo_a02_it_enus
VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design Course.....	vi_vmpo_a03_it_enus
VMware vSphere 5 - Datacenter Design VMs, Management, and Implementation Course.....	vi_vmpo_a04_it_enus

#### ■ VMware vSphere 6 Install, Configure, Manage: Part 2

VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 DRS Course.....	vi_vhpp_a02_it_enus
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Clustering Course.....	vi_vhpp_a01_it_enus
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Monitoring Course.....	vi_vhpp_a03_it_enus

## IT SKILLS COURSEWARE

VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Design Course.....	vi_vhpp_a04_it_enus
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Updating Course.....	vi_vhpp_a05_it_enus
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Upgrading Course.....	vi_vhpp_a06_it_enus

VMware NSX Network Virtualization: NSX Network Services Course.....	cl_vmnv_a06_it_enus
VMware NSX Network Virtualization: Configuring NSX Virtual Networks Course.....	cl_vmnv_a05_it_enus
VMware NSX Network Virtualization: NSX Network Security Course.....	cl_vmnv_a07_it_enus

### ■ VMware vSphere 6 Install, Configure, Manage: Part 1

VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere Installation Course.....	vi_vhpr_a02_it_enus
VMware vSphere 6 Install, Configure, Manage - Part 1: Virtual Networks Course.....	vi_vhpr_a03_it_enus
VMware vSphere 6 Install, Configure, Manage - Part 1: Storage and VMs Course.....	vi_vhpr_a04_it_enus
VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere 6 Overview Course.....	vi_vhpr_a01_it_enus

### ■ VMware Overview

VMware Desktop Virtualization Overview Course.....	cl_vmov_a01_it_enus
VMware Data Center Virtualization Overview Course.....	cl_vmov_a02_it_enus
VMware Business Mobility Solutions Course.....	cl_vmov_a03_it_enus
VMware Cloud Services Solutions Course.....	cl_vmov_a04_it_enus

### ■ VMware Workstation 11 Fundamentals

VMware Workstation 11 Networking and Remote Connectivity Course.....	vi_vmsu_a04_it_enus
Creating and Configuring Virtual Machines in VMware Workstation 11 Course.....	vi_vmsu_a02_it_enus
Managing Virtual Machine Devices and Resources in VMware Workstation 11 Course.....	vi_vmsu_a03_it_enus
Installing and Configuring VMware Workstation 11 Course.....	vi_vmsu_a01_it_enus

### ■ VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to Virtualization Course.....	vi_vmwa_a01_it_enus
VMware vSphere 5 - Part 1: vCenter Server Installation Course.....	vi_vmwa_a02_it_enus
VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration Course.....	vi_vmwa_a03_it_enus
VMware vSphere 5 - Part 1: ESXi Installation and Configuration Course.....	vi_vmwa_a04_it_enus
VMware vSphere 5 - Part 1: vCenter Server Inventory Course.....	vi_vmwa_a05_it_enus
VMware vSphere 5 - Part 1: vCenter Server Administration Course.....	vi_vmwa_a06_it_enus
VMware vSphere 5 - Part 1: vCenter Server Management Course.....	vi_vmwa_a07_it_enus
VMware vSphere 5 - Part 1: Creating Virtual Machines Course.....	vi_vmwa_a08_it_enus
VMware vSphere 5 - Part 1: Configuring and Managing Virtual Machines Course.....	vi_vmwa_a09_it_enus
VMware vSphere 5 - Part 1: An Overview of Virtual Network Creation Course.....	vi_vmwa_a10_it_enus
VMware vSphere 5 - Part 1: Configuring and Managing Virtual Networks Course.....	vi_vmwa_a11_it_enus

## IT SKILLS COURSEWARE

VMware vSphere 5 - Part 1: Introduction to vSphere Storage Concepts	Course.....	vi_vmma_a12_it_enus
VMware vSphere 5 – Part 1: Storage Configuration and Management	Course.....	vi_vmma_a13_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### OFFICE 365

#### ■ Managing Identities and Requirements in Office 365

Office 365 Configuration	Course.....	mo_clda_a01_it_enus
Office 365 Deployment	Course.....	mo_clda_a02_it_enus
Monitoring and Troubleshooting Office 365 Usage	Course.....	mo_clda_a05_it_enus
Managing Office 365 Cloud Identities, Synchronization, and Clients	Course.....	mo_clda_a03_it_enus
Office 365 Federated Identities (Single Sign-On)	Course.....	mo_clda_a04_it_enus

#### ■ Enabling Office 365 Services

Office 365 Services: SharePoint Online Site Collections	Course.....	mo_ensv_a02_it_enus
Office 365 Services: Configuring Exchange Online and Lync Online	Course.....	mo_ensv_a04_it_enus
Office 365 Services: Planning for Exchange Online and Lync Online	Course.....	mo_ensv_a03_it_enus
Office 365 Services: Managing Clients and End-User Devices	Course.....	mo_ensv_a01_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### WINDOWS POWERSHELL

#### ■ Microsoft PowerShell and Exchange Server

Microsoft PowerShell and Exchange Server: Getting Started	Course.....	mw_pses_a01_it_enus
Microsoft PowerShell and Exchange Server: Managing Mailboxes	Course.....	mw_pses_a02_it_enus

Microsoft PowerShell and Exchange Server: Distribution Groups and Databases	Course.....	mw_pses_a03_it_enus
---	-------------	---------------------

#### ■ Microsoft PowerShell and SharePoint

Microsoft PowerShell and SharePoint: Getting Started	Course.....	mw_pssp_a01_it_enus
Microsoft PowerShell and SharePoint: Managing Sites	Course.....	mw_pssp_a02_it_enus

#### ■ Microsoft PowerShell and SQL Server

Microsoft PowerShell and SQL Server: Database Management	Course.....	mw_pssq_a02_it_enus
Microsoft PowerShell and SQL Server: Introduction	Course.....	mw_pssq_a01_it_enus

#### ■ Microsoft PowerShell for Windows

Microsoft PowerShell for Windows: Getting Started with PowerShell	Course.....	mw_psbs_a01_it_enus
Microsoft PowerShell for Windows: Aliases, Providers, and Objects	Course.....	mw_psbs_a02_it_enus
Microsoft PowerShell for Windows: Remoting and Modules	Course.....	mw_psbs_a03_it_enus

#### ■ Windows Powershell Desired State Configuration

Windows PowerShell Desired State Configuration Fundamentals	Course.....	mw_psdf_a01_it_enus
---	-------------	---------------------

#### ■ Advanced PowerShell Desired State Configuration

Advanced PowerShell Desired State Configuration: Writing Custom Resources	Course.....	os_apds_a01_it_enus
Advanced PowerShell Desired State Configuration: Advanced Configuration	Course.....	os_apds_a02_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT LYNC SERVER 2013

## IT SKILLS COURSEWARE

### ■ Microsoft Lync Server 2013

Microsoft Lync Server 2013: Configuration and Maintenance Course.....	es_lyct_a02_it_enus
Microsoft Lync Server 2013: Administration and Data Resiliency Overview Course.....	es_lyct_a01_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS 10

#### ■ Microsoft Windows 10: Exploring the Technical Preview

First Encounters with Windows 10 Course.....	mw_wtpp_a01_it_enus
--	---------------------

#### ■ Microsoft Windows 10 End User First Look

Microsoft Windows 10 First Look: Interface and New Features Course.....	mw_wtfl_a01_it_enus
Microsoft Windows 10 First Look: Configuration Course.....	mw_wtfl_a02_it_enus

#### ■ Microsoft Windows 10: Configuring Windows Devices

Introduction to Windows 10 Course.....	mw_wtme_a01_it_enus
Deploy Windows 10 with New and Traditional Tools Course.....	mw_wtme_a02_it_enus
Configure Devices and Disks in Windows 10 Course.....	mw_wtme_a03_it_enus
Configure Networking and Remote Connections in Windows 10 Course.....	mw_wtme_a04_it_enus
Maintain Windows 10 and Configure Virtualization Technologies in Windows 10 Course.....	mw_wtme_a05_it_enus
Configure User Data in Windows 10 Course.....	mw_wtme_a06_it_enus
Configure Authentication and Secure Identities for Windows 10 Course.....	mw_wtme_a07_it_enus
Threat Resistance Technologies in Windows 10 Course.....	mw_wtme_a08_it_enus
Data Protection in Windows 10 Course.....	mw_wtme_a09_it_enus

Install and Manage Windows 10 Applications and Universal Windows Apps Course.....	mw_wtme_a10_it_enus
Manage Windows 10 Devices Course.....	mw_wtme_a11_it_enus

### ■ Microsoft Windows 10: Supporting Windows 10

Microsoft Windows 10: Supporting Operating System and Application Installation Course.....	mw_wdmc_a01_it_enus
Microsoft Windows 10: Supporting Connectivity and Data Storage Course.....	mw_wdmc_a02_it_enus
Microsoft Windows 10: Supporting Authentication, Permissions, and Data Security Course.....	mw_wdmc_a03_it_enus
Microsoft Windows 10: Supporting Hardware, Performance, and Mobile Devices Course.....	mw_wdmc_a04_it_enus
Microsoft Windows 10: Supporting Client Compliance and Managing Clients Course.....	mw_wdmc_a05_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT INTERNET INFORMATION SERVICES 8.5

#### ■ Microsoft Internet Information Services

Installing and Configuring a Microsoft IIS Server Service Course.....	ws_inis_a01_it_enus
---	---------------------

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### DEVOPS

#### ■ Working with Chef

Working with Chef: Fundamentals Course.....	os_chef_a01_it_enus
---	---------------------

#### ■ DevOps Fundamentals

DevOps Fundamentals: Tools, Technologies, and Infrastructures Course.....	os_devo_a01_it_enus
---	---------------------

## IT SKILLS COURSEWARE

### ■ Using Docker

Using Docker: Benefits and Installation Course.....	os_dock_a01_it_enus
Using Docker: Dockerizing Applications Course.....	os_dock_a02_it_enus
Using Docker: Customizing and Clustering Course.....	os_dock_a03_it_enus

### ■ Using Puppet

Using Puppet: Implementation and Benefits Course.....	os_pupp_a01_it_enus
Using Puppet: Configuration and Programming Course.....	os_pupp_a02_it_enus

### ■ Using Vagrant

Using Vagrant: Introduction Course.....	os_vagr_a01_it_enus
Using Vagrant: Configuration Course.....	os_vagr_a02_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### RED HAT LINUX

#### ■ Red Hat Certified System Administrator RHEL 7

Red Hat Certified System Administrator: Advanced Networking Course.....	lu_rhel_a06_it_enus
Red Hat Certified System Administrator: The Environment Course.....	lu_rhel_a01_it_enus
Red Hat Certified System Administrator: Boot Process and Installation Course.....	lu_rhel_a09_it_enus
Red Hat Certified System Administrator: The Command Line Course.....	lu_rhel_a02_it_enus
Red Hat Certified System Administrator: Administration and Permissions Course.....	lu_rhel_a03_it_enus
Red Hat Certified System Administrator: Scripting and Scheduling Course.....	lu_rhel_a04_it_enus
Red Hat Certified System Administrator: Processes, Networking, and Logging Course.....	lu_rhel_a05_it_enus

Red Hat Certified System Administrator: Remote Connections and Access Course.....	lu_rhel_a07_it_enus
Red Hat Certified System Administrator: File Systems and Device Management Course.....	lu_rhel_a08_it_enus
Red Hat Certified System Administrator: Introduction to Virtualization Course.....	lu_rhel_a10_it_enus
Red Hat Certified System Administrator: SELinux and Troubleshooting Course.....	lu_rhel_a11_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT MOBILITY AND DEVICE FUNDAMENTALS

#### ■ Windows Devices and Mobility Fundamentals

Device Configuration and Data Access Course.....	sd_mmdf_a01_it_enus
Data Management and Device Security Course.....	sd_mmdf_a02_it_enus
Cloud Services and Enterprise Mobility Course.....	sd_mmdf_a03_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### UBUNTU

#### ■ Getting Started with Ubuntu

Introduction to Ubuntu Course.....	lu_gsub_a01_it_enus
Essential Tools for Ubuntu Course.....	lu_gsub_a02_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### SOFTWARE DEVELOPMENT

#### ■ Working with Jenkins

Working with Jenkins: Fundamentals Course.....	sd_jenk_a01_it_enus
--	---------------------

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

## IT SKILLS COURSEWARE

### WINDOWS SERVER 2016

#### Microsoft Windows Server 2016 (First Look)

Microsoft Windows Server 2016 (First Look): Active Directory and Networking Course ..... os\_stfl\_a01\_it\_enus

#### Microsoft Windows Nano Server First Look

Microsoft Windows Nano Server: Nano Server First Look Course ..... os\_nsfl\_a01\_it\_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### WINDOWS PERFORMANCE MONITORING

#### Microsoft Windows Performance Monitoring

Microsoft Windows Performance Monitoring Basics Course ..... os\_wpmb\_a01\_it\_enus  
Microsoft Windows Performance Monitoring Best Practice Course ..... os\_wpmb\_a02\_it\_enus  
Microsoft Windows Performance Tools In Windows Operating Systems Course ..... os\_wpmb\_a03\_it\_enus  
Windows Performance Monitoring: Additional Performance Tools Course ..... os\_wpmb\_a04\_it\_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MENTORING ASSETS

#### Mentoring Assets

Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring Mentoring Assets ..... mnt70640  
Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring Mentoring Assets ..... mnt70642  
Mentoring 70-646 PRO: Windows Server 2008, Server Administrator Mentoring Assets ..... mnt70646  
Mentoring 70-680 TS: Windows 7, Configuring Mentoring Assets ..... mnt70680

Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator  
Mentoring Assets ..... mnt70686  
Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician  
Mentoring Assets ..... mnt70685  
Mentoring 220-801 CompTIA A+  
Mentoring Assets ..... mnt220801  
Mentoring 220-802 CompTIA A+  
Mentoring Assets ..... mnt220802  
Mentoring 70-687 Configuring Windows 8.1  
Mentoring Assets ..... mnt70687  
Mentoring 70-410 Installing and Configuring Windows Server 2012  
Mentoring Assets ..... mnt70410  
Mentoring 70-461 Querying Microsoft SQL Server 2012  
Mentoring Assets ..... mnt70461  
Mentoring 70-411 Administering Windows Server 2012  
Mentoring Assets ..... mnt70411  
Mentoring 70-412 Configuring Advanced Windows Server 2012 Services  
Mentoring Assets ..... mnt70412  
Mentoring 70-688  
Mentoring Assets ..... mnt70688  
Mentoring N10-006 CompTIA Network+  
Mentoring Assets ..... mntn10006  
Mentoring 98-368 Mobility and Device Fundamentals  
Mentoring Assets ..... mnt98368  
Mentoring 220-902 CompTIA A+  
Mentoring Assets ..... mnt220902  
Mentoring 220-901 CompTIA A+  
Mentoring Assets ..... mnt220901  
Mentoring 70-697 Configuring Windows Devices  
Mentoring Assets ..... mnt70697  
Mentoring 70-398 Planning for and Managing Devices in the Enterprise  
Mentoring Assets ..... mnt70398

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### TEST PREPS

#### Test Preps

TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring  
Testprep Exams ..... ws\_mwcd\_a01\_tp\_enus  
TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring  
Testprep Exams ..... ws\_mwci\_a01\_tp\_enus  
TestPrep 70-680 TS: Windows 7, Configuring  
Testprep Exams ..... mw\_mwcg\_a01\_tp\_enus

## IT SKILLS COURSEWARE

TestPrep SK0-003 Server+	TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013
Testprep Exams .....cs_csvr_a01_tp_enus	Testprep Exams .....es_dsas_a01_tp_enus
TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator	TestPrep 70-346 Managing Office 365 Identities and Requirements
Testprep Exams .....mw_mwda_a01_tp_enus	Testprep Exams .....mo_clda_a01_tp_enus
TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician	TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013
Testprep Exams .....mw_mwet_a01_tp_enus	Testprep Exams .....es_exca_a01_tp_enus
TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator	TestPrep 70-347 Enabling Office 365 Services
Testprep Exams .....ws_mwse_a01_tp_enus	Testprep Exams .....mo_ensv_a01_tp_enus
TestPrep 70-646 PRO: Windows Server 2008, Server Administrator	TestPrep SK0-004 CompTIA Server+
Testprep Exams .....ws_wsad_a01_tp_enus	Testprep Exams .....cs_svpf_a01_tp_enus
TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring	TestPrep LX0-103 CompTIA Linux+ Powered by LPI Exam 1
Testprep Exams .....es_msst_a01_tp_enus	Testprep Exams .....cs_lxps_a01_tp_enus
TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator	TestPrep LX0-104 CompTIA Linux+ Powered by LPI Exam 2
Testprep Exams .....es_mssa_a01_tp_enus	Testprep Exams .....cs_lxpt_a01_tp_enus
TestPrep LX0-101 Linux+ Powered by LPI Exam 1	TestPrep 70-696 Managing Enterprise Devices and Apps
Testprep Exams .....lu_lpad_a01_tp_enus	Testprep Exams .....mw_medb_a01_tp_enus
TestPrep LX0-102 Linux+ Powered by LPI Exam 2	TestPrep 70-695 Deploying Windows Devices and Enterprise Apps
Testprep Exams .....lu_lpad_a02_tp_enus	Testprep Exams .....mw_dwde_a01_tp_enus
TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring	TestPrep 98-368 Mobility and Device Fundamentals
Testprep Exams .....es_mesc_a01_tp_enus	Testprep Exams .....sd_mmfd_a01_tp_enus
TestPrep 220-801 CompTIA A+	TestPrep 220-901 CompTIA A+
Testprep Exams .....cs_apel_a01_tp_enus	Testprep Exams .....cs_apeo_a01_tp_enus
TestPrep 220-802 CompTIA A+	TestPrep 220-902 CompTIA A+
Testprep Exams .....cs_appa_a01_tp_enus	Testprep Exams .....cs_apen_a01_tp_enus
TestPrep 70-688 Supporting Windows 8.1	TestPrep 70-697 Configuring Windows Devices
Testprep Exams .....mw_mgma_a01_tp_enus	Testprep Exams .....mw_wtme_a01_tp_enus
TestPrep 70-411 Administering Windows Server 2012	TestPrep 70-398 Planning for and Managing Devices in the Enterprise
Testprep Exams .....ws_admn_a02_tp_enus	Testprep Exams .....os_pmde_a01_tp_enus
TestPrep 70-410 Installing and Configuring Windows Server 2012	
Testprep Exams .....ws_icfg_a02_tp_enus	
TestPrep 70-412 Configuring Advanced Windows Server 2012 Services	
Testprep Exams .....ws_cfas_a02_tp_enus	
TestPrep 70-687 Configuring Windows 8.1	
Testprep Exams .....mw_mwco_a02_tp_enus	
TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013	
Testprep Exams .....es_excs_a01_tp_enus	
TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013	
Testprep Exams .....es_cosp_a01_tp_enus	
TestPrep 70-414 Implementing an Advanced Server Infrastructure	
Testprep Exams .....ws_adin_a01_tp_enus	

## INTERNET AND NETWORK TECHNOLOGIES

### SOCIAL NETWORKING

#### ■ Yammer for Business Users

Yammer for Business Users: Using Yammer Course.....ds\_yfbu\_a01\_dt\_enus

#### ■ Getting the Most from Social Networking

Social Networking Fundamentals Course.....ds\_gmsn\_a01\_dt\_enus  
Social Networking Services, Strategy, and Management Course.....ds\_gmsn\_a02\_dt\_enus

## IT SKILLS COURSEWARE

### INTERNET AND NETWORK TECHNOLOGIES

#### COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

##### ■ CompTIA Security+ SY0-401

CompTIA Security+ SY0-401: Control Fundamentals and Security Threats Course.....	cs_styq_a01_it_enus
CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses Course.....	cs_styq_a02_it_enus
CompTIA Security+ SY0-401: Creating Secure Networks Course.....	cs_styq_a03_it_enus
CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing Course.....	cs_styq_a04_it_enus
CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls Course.....	cs_styq_a05_it_enus
CompTIA Security+ SY0-401: Securing a Networked Environment Course.....	cs_styq_a06_it_enus
CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security Course.....	cs_styq_a07_it_enus
CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures Course.....	cs_styq_a08_it_enus
CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud Course.....	cs_styq_a09_it_enus
CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics Course.....	cs_styq_a10_it_enus

##### ■ CompTIA Network+ N10-006

CompTIA Network+ N10-006: Network Architecture Part 1 Course.....	cs_ctne_a01_it_enus
CompTIA Network+ N10-006: Network Architecture Part 2 Course.....	cs_ctne_a02_it_enus
CompTIA Network+ N10-006: Network Operations Part 1 Course.....	cs_ctne_a03_it_enus
CompTIA Network+ N10-006: Network Operations Part 2 Course.....	cs_ctne_a04_it_enus

CompTIA Network+ N10-006: Network Security Course.....	cs_ctne_a05_it_enus
CompTIA Network+ N10-006: Troubleshooting Part 1 Course.....	cs_ctne_a06_it_enus
CompTIA Network+ N10-006: Troubleshooting Part 2 Course.....	cs_ctne_a07_it_enus
CompTIA Network+ N10-006: Industry Standards, Practices, and Network Theory Course.....	cs_ctne_a08_it_enus

##### ■ CompTIA Mobility+ MB0-001

CompTIA Mobility+ MB0-001: Network Infrastructure Course.....	cs_mobl_a02_it_enus
CompTIA Mobility+ MB0-001: Mobile Device Management 1 Course.....	cs_mobl_a03_it_enus
CompTIA Mobility+ MB0-001: Mobile Device Management 2 Course.....	cs_mobl_a04_it_enus
CompTIA Mobility+ MB0-001: Security Course.....	cs_mobl_a05_it_enus
CompTIA Mobility+ MB0-001: Troubleshooting 1 Course.....	cs_mobl_a06_it_enus
CompTIA Mobility+ MB0-001: Troubleshooting 2 Course.....	cs_mobl_a07_it_enus
CompTIA Mobility+ MB0-001: Over The Air Technologies Course.....	cs_mobl_a01_it_enus

### INTERNET AND NETWORK TECHNOLOGIES

#### WIRELESS

##### ■ Internet of Things Introduction

Internet of Things Applications Course.....	dt_ioti_a01_it_enus
Internet of Things Hardware Course.....	dt_ioti_a02_it_enus

### INTERNET AND NETWORK TECHNOLOGIES

#### NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

##### ■ Networking Fundamentals

Networking Fundamentals: Configuring Wired and Wireless Networks and Firewalls Course.....	dt_ntfd_a01_it_enus
--	---------------------

## IT SKILLS COURSEWARE

Networking Fundamentals: Remote Connections, Shares, and Mac OSX Networking Course.....dt\_ntfd\_a02\_it\_enus

## INTERNET AND NETWORK TECHNOLOGIES

### SECURITY SOLUTIONS

#### Certified Internet Security Auditor (CISA)

CISA Domain: The Process of Auditing Information Systems - Part 1 Course.....sp\_cisa\_a01\_it\_enus  
CISA Domain: The Process of Auditing Information Systems - Part 2 Course.....sp\_cisa\_a02\_it\_enus  
CISA Domain: Governance and Management of IT - Part 1 Course.....sp\_cisa\_a03\_it\_enus  
CISA Domain: Governance and Management of IT - Part 2 Course.....sp\_cisa\_a04\_it\_enus  
CISA Domain: IS Acquisition, Development, and Implementation - Part 1 Course.....sp\_cisa\_a05\_it\_enus  
CISA Domain: IS Acquisition, Development and Implementation - Part 2 Course.....sp\_cisa\_a06\_it\_enus  
CISA Domain: IS Operations, Maintenance and Support - Part 1 Course.....sp\_cisa\_a07\_it\_enus  
CISA Domain: IS Operations, Maintenance, and Support - Part 2 Course.....sp\_cisa\_a08\_it\_enus  
CISA Domain: Protection of Information Assets - Part 1 Course.....sp\_cisa\_a09\_it\_enus  
CISA Domain: Protection of Information Assets - Part 2 Course.....sp\_cisa\_a10\_it\_enus  
CISA Domain: IS Acquisition, Development and Implementation - Part 3 Course.....sp\_cisa\_a11\_it\_enus

#### Certified Ethical Hacker (CEH)

Certified Ethical Hacker (CEH): Hacking and Penetration Testing Course.....sp\_ceth\_a01\_it\_enus  
Certified Ethical Hacker (CEH): Footprinting and Reconnaissance Course.....sp\_ceth\_a02\_it\_enus  
Certified Ethical Hacker (CEH): Network Scanning Course.....sp\_ceth\_a03\_it\_enus

Certified Ethical Hacker (CEH): Enumeration and Cryptography Course.....sp\_ceth\_a04\_it\_enus  
Certified Ethical Hacker (CEH): System Hacking Course.....sp\_ceth\_a05\_it\_enus  
Certified Ethical Hacker (CEH): Malware Course.....sp\_ceth\_a06\_it\_enus  
Certified Ethical Hacker (CEH): Sniffing Course.....sp\_ceth\_a07\_it\_enus  
Certified Ethical Hacker (CEH): Social Engineering Course.....sp\_ceth\_a08\_it\_enus  
Certified Ethical Hacker (CEH): Denial of Service and Session Hijacking Course.....sp\_ceth\_a09\_it\_enus  
Certified Ethical Hacker (CEH): Hacking Web Servers Course.....sp\_ceth\_a10\_it\_enus  
Certified Ethical Hacker (CEH): Hacking Web Applications Course.....sp\_ceth\_a11\_it\_enus  
Certified Ethical Hacker (CEH): SQL Injection Course.....sp\_ceth\_a12\_it\_enus  
Certified Ethical Hacker (CEH): Hacking Wireless Networks Course.....sp\_ceth\_a13\_it\_enus  
Certified Ethical Hacker (CEH): Hacking Mobile Platforms Course.....sp\_ceth\_a14\_it\_enus  
Certified Ethical Hacker (CEH): Evading IDS, Firewalls, and Honeycombs Course.....sp\_ceth\_a15\_it\_enus  
Certified Ethical Hacker (CEH): Buffer Overflow Course.....sp\_ceth\_a16\_it\_enus

#### Certified Information Security Manager (CISM)

CISM: Information Security Governance (Part 1) Course.....sp\_ciso\_a01\_it\_enus  
CISM: Information Security Governance (Part 2) Course.....sp\_ciso\_a02\_it\_enus  
CISM: Information Security Governance (Part 3) Course.....sp\_ciso\_a03\_it\_enus  
CISM: Information Risk Management and Compliance (Part 1) Course.....sp\_ciso\_a04\_it\_enus  
CISM: Information Security Incident Management (Part 1) Course.....sp\_ciso\_a11\_it\_enus  
CISM: Information Risk Management and Compliance (Part 2) Course.....sp\_ciso\_a05\_it\_enus  
CISM: Information Security Incident Management (Part 2) Course.....sp\_ciso\_a12\_it\_enus

## IT SKILLS COURSEWARE

CISM: Information Security Program Development and Management (Part 1)	
Course.....	sp_ciso_a06_it_enus
CISM: Information Security Program Development and Management (Part 2)	
Course.....	sp_ciso_a07_it_enus
CISM: Information Security Program Development and Management (Part 3)	
Course.....	sp_ciso_a08_it_enus
CISM: Information Security Program Development and Management (Part 4)	
Course.....	sp_ciso_a09_it_enus
CISM: Information Security Program Development and Management (Part 5)	
Course.....	sp_ciso_a10_it_enus

### ■ CompTIA Advanced Security Practitioner CAS-002

CompTIA CASP CAS-002: Cryptography and Enterprise Storage Concerns	
Course.....	sp_capr_a01_it_enus
CompTIA CASP CAS-002: Advanced Network Design, Management, and Controls	
Course.....	sp_capr_a02_it_enus
CompTIA CASP CAS-002: Security Controls for Hosts	
Course.....	sp_capr_a03_it_enus
CompTIA CASP CAS-002: Application Vulnerabilities and Security Controls	
Course.....	sp_capr_a04_it_enus
CompTIA CASP CAS-002: Industry Influences, Risk Planning, Strategy, and Control	
Course.....	sp_capr_a05_it_enus
CompTIA CASP CAS-002: Privacy Policies & Procedures and Incident Recovery	
Course.....	sp_capr_a06_it_enus
CompTIA CASP CAS-002: Research, Analysis and Assessment	
Course.....	sp_capr_a07_it_enus
CompTIA CASP CAS-002: Integration of Computing, Communications, and Disciplines	
Course.....	sp_capr_a08_it_enus
CompTIA CASP CAS-002: Technical Integration of Enterprise Components	
Course.....	sp_capr_a09_it_enus

### ■ Microsoft Security Fundamentals

Microsoft Security Fundamentals: Security Layers	
Course.....	sp_mtas_a01_it_enus
Microsoft Security Fundamentals: Operating System Security	
Course.....	sp_mtas_a02_it_enus
Microsoft Security Fundamentals: Network Security	
Course.....	sp_mtas_a03_it_enus

Microsoft Security Fundamentals: Security Software Course.....	sp_mtas_a04_it_enus
--	---------------------

### ■ Certified Secure Software Lifecycle Professional (CSSLP)

CSSLP: Secure Software Concepts	
Course.....	sp_slcp_a01_it_enus
CSSLP: Secure Software Requirements	
Course.....	sp_slcp_a02_it_enus
CSSLP: Secure Software Design	
Course.....	sp_slcp_a03_it_enus
CSSLP: Secure Software Implementation and Coding	
Course.....	sp_slcp_a04_it_enus
CSSLP: Secure Software Testing	
Course.....	sp_slcp_a05_it_enus
CSSLP: Software Acceptance, Deployment, Operations, Maintenance, and Disposal	
Course.....	sp_slcp_a06_it_enus
CSSLP: Supply Chain and Software Acquisition	
Course.....	sp_slcp_a07_it_enus

### ■ OWASP Top 10

OWASP Mitigations for .NET	
Course.....	sp_owsp_a02_it_enus
Introduction to OWASP and the Top 10	
Course.....	sp_owsp_a01_it_enus

### ■ Foundations of Android Security

Android Architecture, Protection, and Development Best Practices	
Course.....	sp_foas_a01_it_enus
Android Security Vulnerabilities, Testing, and Enterprise Considerations	
Course.....	sp_foas_a02_it_enus

### ■ Foundations of iOS Security

iOS Security Architecture and Application Data Protection	
Course.....	sp_fois_a01_it_enus
Securing Against Threats, Securing for Enterprise, and Jailbreaking Devices	
Course.....	sp_fois_a02_it_enus

### ■ Cryptography Fundamentals

Cryptography Fundamentals: Defining Cryptography	
Course.....	sp_cryf_a01_it_enus
Cryptography Fundamentals: Applying Cryptography	
Course.....	sp_cryf_a02_it_enus

## IT SKILLS COURSEWARE

### ■ Systems Security Certified Practitioner

Systems Security Certified Practitioner: Access Controls Course.....	sp_sscp_a01_it_enus
Systems Security Certified Practitioner: Security Operations Course.....	sp_sscp_a02_it_enus
Systems Security Certified Practitioner: Security Administration Course.....	sp_sscp_a03_it_enus
Systems Security Certified Practitioner: Risk Management Course.....	sp_sscp_a04_it_enus
Systems Security Certified Practitioner: Incident Response and Recovery Course.....	sp_sscp_a05_it_enus
Systems Security Certified Practitioner: Cryptography Course.....	sp_sscp_a06_it_enus
Systems Security Certified Practitioner: Network and Communications Security Course.....	sp_sscp_a07_it_enus
Systems Security Certified Practitioner: Systems and Application Security Course.....	sp_sscp_a08_it_enus

### ■ Securing User Accounts

Securing User Accounts: Fundamental Security Concepts Course.....	sp_soaa_a01_it_enus
Securing User Accounts: Logon, Logoff, Account Changes, and Attack Mitigation Course.....	sp_soaa_a03_it_enus
Securing User Accounts: Authorization, Registration, and Passwords Course.....	sp_soaa_a02_it_enus

### ■ What's New in CISSP 2015

Changes to CISSP 2015 Course.....	sp_csst_a01_it_enus
-----------------------------------	---------------------

### ■ Securing Mobile Devices in the Enterprise

Securing Mobile Devices in the Enterprise: Mobile Security Threats Course.....	sp_emds_a01_it_enus
Securing Mobile Devices in the Enterprise: Mobile Security Technologies Course.....	sp_emds_a02_it_enus
Securing Mobile Devices in the Enterprise: Mobile Security Threat Mitigation Course.....	sp_emds_a03_it_enus

Securing Mobile Devices in the Enterprise: Configuring Enterprise-level Security Course.....	sp_emds_a04_it_enus
--	---------------------

## INTERNET AND NETWORK TECHNOLOGIES

### CISCO

### ■ IINS 2.0: Implementing Cisco IOS Network Security

Cisco IINS 2.0: Introducing Networking Security Fundamentals Course.....	cc_cins_a01_it_enus
Cisco IINS 2.0: Security Policies and Strategies Course.....	cc_cins_a02_it_enus
Cisco IINS 2.0: Cisco Network Foundation Protection Course.....	cc_cins_a03_it_enus
Cisco IINS 2.0: Securing the Management Plane and AAA Configuration Course.....	cc_cins_a04_it_enus
Cisco IINS 2.0: Securing the Data Plane on Cisco Switches Course.....	cc_cins_a05_it_enus
Cisco IINS 2.0: Securing the Data Plane in IPv6 Environments Course.....	cc_cins_a06_it_enus
Cisco IINS 2.0: Threat Control, Mitigation, and Firewalls Course.....	cc_cins_a07_it_enus
Cisco IINS 2.0: Implementing Firewall Policies Course.....	cc_cins_a08_it_enus
Cisco IINS 2.0: Implementing IPS Course.....	cc_cins_a09_it_enus
Cisco IINS 2.0: VPN Technologies and Public Key Infrastructure Course.....	cc_cins_a10_it_enus
Cisco IINS 2.0: IPsec Fundamentals and VPNs Course.....	cc_cins_a11_it_enus

### ■ DESGN 2.1: Designing for Cisco Internetwork Solutions

Cisco DESGN 2.1: Network Design Methodology Overview Course.....	cc_desg_a01_it_enus
Cisco DESGN 2.1: Structuring and Modularizing the Network Course.....	cc_desg_a02_it_enus
Cisco DESGN 2.1: Designing Basic Campus and Data Center Networks Course.....	cc_desg_a03_it_enus

## IT SKILLS COURSEWARE

Cisco DESGN 2.1: Identifying WAN Technology Considerations Course.....	cc_desg_a04_it_enus
Cisco DESGN 2.1: Designing the Enterprise WAN and Branch Course.....	cc_desg_a05_it_enus
Cisco DESGN 2.1: Designing IP Addressing Course.....	cc_desg_a06_it_enus
Cisco DESGN 2.1: Selecting Routing Protocols Course.....	cc_desg_a07_it_enus
Cisco DESGN 2.1: Defining Network Security Course.....	cc_desg_a08_it_enus
Cisco DESGN 2.1: Security Solutions for the Network Course.....	cc_desg_a09_it_enus
Cisco DESGN 2.1: Integrating Voice and Video Architectures Course.....	cc_desg_a10_it_enus
Cisco DESGN 2.1: Voice and Video Technology Requirements Course.....	cc_desg_a11_it_enus
Cisco DESGN 2.1: Design Considerations for Basic Wireless Networking Course.....	cc_desg_a12_it_enus

### ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

ICND1 2.0: Access Control Lists and Network Address Translation Course.....	cc_icne_a09_it_enus
ICND1 2.0: Operating Cisco IOS Software Course.....	cc_icne_a02_it_enus
ICND1 2.0: Understanding IPv4 Addresses Course.....	cc_icne_a05_it_enus
ICND1 2.0: Networking, Communications, and LANs Course.....	cc_icne_a01_it_enus
ICND1 2.0: Switch Operations Course.....	cc_icne_a03_it_enus
ICND1 2.0: Ethernet Operations Course.....	cc_icne_a04_it_enus
ICND1 2.0: Address Blocks and VLSM Course.....	cc_icne_a06_it_enus
ICND1 2.0: The Transport Layer and Router Configuration Course.....	cc_icne_a07_it_enus
ICND1 2.0: Packet Delivery and Static Routing Course.....	cc_icne_a08_it_enus
ICND1 2.0: Managing Network Device Security Course.....	cc_icne_a10_it_enus
ICND1 2.0: VLANs and DHCP Course.....	cc_icne_a11_it_enus
ICND1 2.0: WANs and Dynamic Routing Protocols Course.....	cc_icne_a12_it_enus

ICND1 2.0: IPv6 Course.....	cc_icne_a13_it_enus
-----------------------------	---------------------

### ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

ICND2 2.0: VLANs and Spanning-Tree Course.....	cc_icnf_a01_it_enus
ICND2 2.0: EtherChannel and Layer 3 Redundancy Course.....	cc_icnf_a02_it_enus
ICND2 2.0: Troubleshooting Basic Connectivity Course.....	cc_icnf_a03_it_enus
ICND2 2.0: Implementing an EIGRP Based Solution Course.....	cc_icnf_a04_it_enus
ICND2 2.0: An Overview of OSPF Course.....	cc_icnf_a05_it_enus
ICND2 2.0: Establishing a WAN Connection Using Frame Relay Course.....	cc_icnf_a08_it_enus
ICND2 2.0: Implementing a Scalable, Multiarea Network, OSPF Based Solution Course.....	cc_icnf_a06_it_enus
ICND2 2.0: Wan Technology Overview and Serial Connections Course.....	cc_icnf_a07_it_enus
ICND2 2.0: VPN Solutions and GRE Tunnels Course.....	cc_icnf_a09_it_enus
ICND2 2.0: Network Device Management Course.....	cc_icnf_a10_it_enus

### Cisco SENSS 1.0

SENSS 1.0: Secure Design Principles Course.....	cc_sens_a01_it_enus
SENSS 1.0: Deploying Cisco IOS Control and Management Plane Security Controls Course.....	cc_sens_a02_it_enus
SENSS 1.0: Deploying Cisco Traffic Telemetry Methods Course.....	cc_sens_a03_it_enus
SENSS 1.0: NAT Deployment on Cisco IOS Software and Cisco ASA Course.....	cc_sens_a05_it_enus
SENSS 1.0: Deploying Cisco IOS Layer 2 and Layer 3 Data Plane Security Controls Course.....	cc_sens_a04_it_enus
SENSS 1.0: Firewall Threat Controls and Basic Cisco ASA Policy Configuration Course.....	cc_sens_a06_it_enus
SENSS 1.0: Deploying Advanced Cisco ASA Access Policies Course.....	cc_sens_a07_it_enus
SENSS 1.0: Deploying Reputation and Identity-Based Cisco ASA Access Policies Course.....	cc_sens_a08_it_enus

## IT SKILLS COURSEWARE

SENSS 1.0: Threat Controls Deployment on Cisco IOS Software Course.....	cc_sens_a09_it_enus
<b>ROUTE 2.0: Implementing Cisco IP Routing</b>	
Cisco ROUTE 2.0: Configuring OSPFv3 Course.....	cc_rout_a07_it_enus
Cisco ROUTE 2.0: Establishing OSPF Neighbor Relationships Course.....	cc_rout_a05_it_enus
Cisco ROUTE 2.0: Configuring EIGRP for IPv6 and Named EIGRP Course.....	cc_rout_a04_it_enus
Cisco ROUTE 2.0: Basic Network and Routing Concepts Course.....	cc_rout_a01_it_enus
Cisco ROUTE 2.0: Understanding the RIP and EIGRP Routing Protocols Course.....	cc_rout_a02_it_enus
Cisco ROUTE 2.0: EIGRP Topology Table and Optimizing EIGRP Behavior Course.....	cc_rout_a03_it_enus
Cisco ROUTE 2.0: Link-State Database and Optimizing OSPF Behavior Course.....	cc_rout_a06_it_enus
Cisco ROUTE 2.0: Configuring Routing Protocol Redistribution Course.....	cc_rout_a08_it_enus
Cisco ROUTE 2.0: Redistribution Using Distribute and Prefix Lists Course.....	cc_rout_a09_it_enus
Cisco ROUTE 2.0: Path Control Implementation Course.....	cc_rout_a10_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity I Course.....	cc_rout_a11_it_enus
Cisco ROUTE 2.0: Implementing Basic BGP Operations Course.....	cc_rout_a12_it_enus
Cisco ROUTE 2.0: Routers and Routing Protocol Hardening Course.....	cc_rout_a14_it_enus
Cisco ROUTE 2.0: BGP Path Manipulation, Control, and BGP in the IPv6 Environment Course.....	cc_rout_a13_it_enus
Cisco ROUTE 2.0: Redistribution Using Route Maps and Tags Course.....	cc_rout_a15_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity II Course.....	cc_rout_a16_it_enus
Cisco ROUTE 2.0: Optimizing and Tuning OSPF Course.....	cc_rout_a17_it_enus
Cisco ROUTE 2.0: Network Principles and Layer 2 Technologies Course.....	cc_rout_a18_it_enus

Cisco ROUTE 2.0: Layer 3 Technologies Course.....	cc_rout_a19_it_enus
Cisco ROUTE 2.0: VPN Technologies Course.....	cc_rout_a20_it_enus
Cisco ROUTE 2.0: Securing Access Course.....	cc_rout_a21_it_enus
Cisco ROUTE 2.0: Infrastructure Services Course.....	cc_rout_a22_it_enus

## ■ SWITCH 2.0: Implementing Cisco IP Switched Networks

Cisco SWITCH 2.0: Campus Network Architecture I Course.....	cc_swch_a02_it_enus
Cisco SWITCH 2.0: Basic Concepts and Network Design Course.....	cc_swch_a01_it_enus
Cisco SWITCH 2.0: Campus Network Architecture II Course.....	cc_swch_a03_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation Course.....	cc_swch_a04_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation II Course.....	cc_swch_a05_it_enus
Cisco SWITCH 2.0: Inter-VLAN Routing Course.....	cc_swch_a06_it_enus
Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP Course.....	cc_swch_a08_it_enus
Cisco SWITCH 2.0: High-Availability Networks Course.....	cc_swch_a07_it_enus
Cisco SWITCH 2.0: Campus Network Security I Course.....	cc_swch_a09_it_enus
Cisco SWITCH 2.0: Campus Network Security II Course.....	cc_swch_a10_it_enus
Cisco SWITCH 2.0: Campus Network Security III Course.....	cc_swch_a13_it_enus
Cisco SWITCH 2.0: Configuring Layer 3 Redundancy with VRRP and GLBP Course.....	cc_swch_a12_it_enus
Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation Course.....	cc_swch_a11_it_enus

## ■ TSHOOT 2.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 2.0: Troubleshooting IPv4 and IPv6 Addressing and Routing Course.....	cc_trst_a02_it_enus
Cisco TSHOOT 2.0: Tools and Methodologies of Troubleshooting Course.....	cc_trst_a01_it_enus
Cisco TSHOOT 2.0: Troubleshooting OSPF Course.....	cc_trst_a03_it_enus

## IT SKILLS COURSEWARE

Cisco TSHOOT 2.0: Troubleshooting EIGRP and BGP Course.....	cc_trst_a04_it_enus
Cisco TSHOOT 2.0: Troubleshooting RIPv2 Course.....	cc_trst_a05_it_enus
Cisco TSHOOT 2.0: Troubleshooting RIPng Course.....	cc_trst_a06_it_enus
Cisco TSHOOT 2.0: Troubleshooting Redistribution Course.....	cc_trst_a07_it_enus
Cisco TSHOOT 2.0: Troubleshooting Layer 2 Switching and Inter-VLAN Routing Course.....	cc_trst_a08_it_enus
Cisco TSHOOT 2.0: Troubleshooting FHRP Course.....	cc_trst_a09_it_enus
Cisco TSHOOT 2.0: Troubleshooting Security Issues Course.....	cc_trst_a10_it_enus
Cisco TSHOOT 2.0: Troubleshooting Router Features Course.....	cc_trst_a11_it_enus

### **Cisco SITCS 1.0: Implementing Cisco Threat Control Solutions**

Cisco SITCS 1.0: Cisco ASA (CX) NGFW Services I Course.....	cc_sitc_a01_it_enus
Cisco SITCS 1.0: Cisco ASA (CX) NGFW Services II Course.....	cc_sitc_a02_it_enus
Cisco SITCS 1.0: Cisco Web Security Appliance Course.....	cc_sitc_a03_it_enus
Cisco SITCS 1.0: Configuring Cisco Web Security Appliance Course.....	cc_sitc_a04_it_enus
Cisco SITCS 1.0: Cisco Cloud Web Security Course.....	cc_sitc_a05_it_enus
Cisco SITCS 1.0: Cisco Email Security Appliance Course.....	cc_sitc_a06_it_enus
Cisco SITCS 1.0: Cisco Intrusion Prevention Systems I Course.....	cc_sitc_a07_it_enus
Cisco SITCS 1.0: Cisco Intrusion Prevention Systems II Course.....	cc_sitc_a08_it_enus
Cisco SITCS 1.0: Configuring Cisco Email Security Course.....	cc_sitc_a09_it_enus

### **Implementing Cisco Secure Access Solutions (SISAS) 1.0**

Cisco SISAS 1.0: Identity Services Overview and 802.1X Course.....	cc_siss_a01_it_enus
Cisco SISAS 1.0: EAP and Logging into Cisco Identity Services Engine (ISE) Course.....	cc_siss_a02_it_enus
Cisco SISAS 1.0: Cisco ISE Technologies Course.....	cc_siss_a03_it_enus

Cisco SISAS 1.0: Certificate-based Authentication and Authorization Course.....	cc_siss_a04_it_enus
Cisco SISAS 1.0: Cisco TrustSec, MACsec, and WebAuth Access Course.....	cc_siss_a05_it_enus
Cisco SISAS 1.0: Endpoint Access Control Enhancements and Troubleshooting Course.....	cc_siss_a06_it_enus

### **CICD 1.0: Implementing Cisco Collaboration Devices**

CICD 1.0: Cisco Unified Communications Solutions Course.....	cc_cicd_a01_it_enus
CICD 1.0: Characteristics of Cisco Unified Communications Solutions Course.....	cc_cicd_a02_it_enus
CICD 1.0: Cisco Unified Communications Manager Administrator Interfaces Course.....	cc_cicd_a03_it_enus
CICD 1.0: Cisco UCM End-user Interfaces and Call Flows and Call Legs Course.....	cc_cicd_a04_it_enus
CICD 1.0: Component Impact on Call Flows in Unified Communications Manager Course.....	cc_cicd_a05_it_enus
CICD 1.0: Cisco UCM and Cisco UCM Express End-users Course.....	cc_cicd_a06_it_enus
CICD 1.0: Cisco UCM and Cisco UCM Express Endpoints Course.....	cc_cicd_a07_it_enus
CICD 1.0: Cisco UCM and Cisco UCM Express Endpoint Implementation Options Course.....	cc_cicd_a08_it_enus
CICD 1.0: Understanding Telephony Features Course.....	cc_cicd_a09_it_enus
CICD 1.0: Telephony Feature Implementation and Mobility Options Course.....	cc_cicd_a10_it_enus
CICD 1.0: Unity Connection and End User and Mailbox Requirements Course.....	cc_cicd_a11_it_enus
CICD 1.0: Unity Connection End User Implementation and IM and Presence Service Course.....	cc_cicd_a12_it_enus
CICD 1.0: Supporting End Users and Understanding Cisco UCM Reports Course.....	cc_cicd_a13_it_enus
CICD 1.0: Cisco UCM Call Detail Records and Reporting and Monitoring Tools Course.....	cc_cicd_a14_it_enus

# IT SKILLS COURSEWARE

## ■ DCICN 1.0: Introducing Cisco Data Center Networking

DCICN 1.0: Ethernet Networks	
Course.....	cc_cicn_a01_it_enus
DCICN 1.0: Simple Networks	
Course.....	cc_cicn_a02_it_enus
DCICN 1.0: Switched Networks	
Course.....	cc_cicn_a03_it_enus
DCICN 1.0: VLANs and Trunks	
Course.....	cc_cicn_a04_it_enus
DCICN 1.0: Redundant Switched Topology	
Course.....	cc_cicn_a05_it_enus
DCICN 1.0: IPv4 and the Routing Process	
Course.....	cc_cicn_a06_it_enus
DCICN 1.0: IPv6 and Packet Delivery	
Course.....	cc_cicn_a07_it_enus
DCICN 1.0: Routing and ACLs on Cisco Nexus Switches	
Course.....	cc_cicn_a08_it_enus

## ■ SIMOS 1.0: Implementing Cisco Secure Mobility Solutions

SIMOS 1.0: Fundamentals of VPN Technologies and Cryptography	
Course.....	cc_smos_a01_it_enus
SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions (Part 1)	
Course.....	cc_smos_a02_it_enus
SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions (Part 2)	
Course.....	cc_smos_a03_it_enus
SIMOS 1.0: Deploying Cisco IOS Site-to-Site FlexVPN Solutions	
Course.....	cc_smos_a04_it_enus
SIMOS 1.0: Deploying Clientless SSL VPNs	
Course.....	cc_smos_a05_it_enus
SIMOS 1.0: Deploying Cisco AnyConnect VPNs	
Course.....	cc_smos_a07_it_enus
SIMOS 1.0: Clientless SSL VPNs, Endpoint Security, and Dynamic Access Policies	
Course.....	cc_smos_a06_it_enus

## ■ Certified Information Systems Security Professional (CISSP)

CISSP: Security Principles, Governance, and Guidelines	
Course.....	sp_cisp_a01_it_enus
CISSP: Risk Management	
Course.....	sp_cisp_a02_it_enus
CISSP: Asset Security	
Course.....	sp_cisp_a03_it_enus
CISSP: Security Engineering Part 1	
Course.....	sp_cisp_a04_it_enus

CISSP: Security Engineering Part 2	
Course.....	sp_cisp_a05_it_enus
CISSP: Communication & Network Security Design	
Course.....	sp_cisp_a06_it_enus
CISSP: Identity and Access Management	
Course.....	sp_cisp_a07_it_enus
CISSP: Security Assessment and Testing	
Course.....	sp_cisp_a08_it_enus
CISSP: Security Operations Part 1	
Course.....	sp_cisp_a09_it_enus
CISSP: Security Operations Part 2	
Course.....	sp_cisp_a10_it_enus
CISSP: Security Operations Part 3	
Course.....	sp_cisp_a11_it_enus
CISSP: Software Development Security	
Course.....	sp_cisp_a12_it_enus

## ■ DCICT 1.0: Introducing Cisco Data Center Technologies

Cisco DCICT 1.0 - Monitoring the Cisco Nexus 7000 and 5000 Series Switches	
Course.....	cc_cicc_a03_it_enus
Cisco DCICT 1.0 - Describing vPCs, Cisco FabricPath, and OTV in the DataCenter	
Course.....	cc_cicc_a04_it_enus
Cisco DCICT 1.0 - Virtualizing Network Devices and FEX Operations	
Course.....	cc_cicc_a05_it_enus
Cisco DCICT 1.0 - Virtualizing Storage and Servers	
Course.....	cc_cicc_a06_it_enus
Cisco DCICT 1.0 - Using the Cisco Nexus 1000V Series Switch	
Course.....	cc_cicc_a07_it_enus
Cisco DCICT 1.0 - Cisco Data Center Layers and the Nexus 7000 Series Switch	
Course.....	cc_cicc_a01_it_enus
Cisco DCICT 1.0 - Reviewing the Cisco Nexus 5000, 2000, and MDS Product Families	
Course.....	cc_cicc_a02_it_enus
Cisco DCICT 1.0 - Comparing Storage Connectivity Options in the Data Center	
Course.....	cc_cicc_a08_it_enus
Cisco DCICT 1.0 - Fibre Channel Storage and Cisco MDS 9000 Series Configuration	
Course.....	cc_cicc_a09_it_enus
Cisco DCICT 1.0 - The Cisco UCS Series Product Family	
Course.....	cc_cicc_a11_it_enus
Cisco DCICT 1.0 - RAID Options and B-Series Blades and Cluster Options	
Course.....	cc_cicc_a12_it_enus
Cisco DCICT 1.0 - UCS Management Operations	
Course.....	cc_cicc_a13_it_enus

## IT SKILLS COURSEWARE

Cisco DCICT 1.0 - Cisco Data Center Unified Fabric Course.....cc\_cicc\_a10\_it\_enus

### ■ Implementing Cisco Video Network Devices, Part 2

CIVND2 1.0: Cisco Business Video Collaboration Course.....cc\_civn\_a02\_it\_enus  
CIVND2 1.0: Cisco Business Video Solutions Course.....cc\_civn\_a01\_it\_enus  
CIVND2 1.0: Installation and Configuration of Cisco IP Phones and Cisco Jabber Course.....cc\_civn\_a03\_it\_enus  
CIVND2 1.0: Troubleshooting Cisco IP Phone, Cisco Jabber and Endpoint Issues Course.....cc\_civn\_a04\_it\_enus  
CIVND2 1.0: Describing Cisco TelePresence and Endpoints Course.....cc\_civn\_a05\_it\_enus  
CIVND2 1.0: Configuring Cisco TelePresence TC Course.....cc\_civn\_a06\_it\_enus  
CIVND2 1.0: Troubleshooting Cisco TelePresence Endpoints Course.....cc\_civn\_a07\_it\_enus  
CIVND2 1.0: Configuring and Monitoring Cisco Conferencing and DMPs Course.....cc\_civn\_a08\_it\_enus

### ■ Implementing Cisco IP Telephony and Video, Part 1

CIPTV 1 1.0: Introduction to Cisco Unified Communications Manager Course.....cc\_citv\_a01\_it\_enus  
CIPTV 1 1.0: Introduction to Single-site On-cluster Calling Course.....cc\_citv\_a02\_it\_enus  
CIPTV 1 1.0: Call Routing Implementation Course.....cc\_citv\_a03\_it\_enus  
CIPTV 1 1.0: Path Selection, Dial-Peers and H.323 and SIP Gateways Course.....cc\_citv\_a04\_it\_enus  
CIPTV 1 1.0: Cisco Unified Border Element and Media Resources Course.....cc\_citv\_a05\_it\_enus  
CIPTV 1 1.0: Cisco Audio and Video Conferencing using TelePresence Course.....cc\_citv\_a06\_it\_enus  
CIPTV 1 1.0: Overview of QoS in a Packet Switched Network Course.....cc\_citv\_a07\_it\_enus

### ■ Cisco SPNGN Part 1

SPNGN1 1.0: Networking Functions Course.....cc\_bcsp\_a01\_it\_enus  
SPNGN1 1.0: Protocol Suites and the Internet Layer of IP Course.....cc\_bcsp\_a02\_it\_enus  
SPNGN1 1.0: Managing IPv4 and IPv6 Addressing Course.....cc\_bcsp\_a03\_it\_enus  
SPNGN1 1.0: The TCP/IP Transport Layer and Internet Security Threats Course.....cc\_bcsp\_a04\_it\_enus  
SPNGN1 1.0: IPv4 Subnetting and VLSM Course.....cc\_bcsp\_a05\_it\_enus  
SPNGN1 1.0: Ethernet Fundamentals Course.....cc\_bcsp\_a06\_it\_enus  
SPNGN1 1.0: Switching Fundamentals Course.....cc\_bcsp\_a07\_it\_enus  
SPNGN1 1.0: Operating and Securing a Cisco Switch Course.....cc\_bcsp\_a08\_it\_enus  
SPNGN1 1.0: Switching Infrastructure Connectivity Course.....cc\_bcsp\_a09\_it\_enus  
SPNGN1 1.0: Switch Troubleshooting and Routing Fundamentals Course.....cc\_bcsp\_a10\_it\_enus  
SPNGN1 1.0: IOS XR Routers and Distance Vector Routing Course.....cc\_bcsp\_a11\_it\_enus  
SPNGN1 1.0: EIGRP Configuration and Router Security Course.....cc\_bcsp\_a12\_it\_enus  
SPNGN1 1.0: WAN Connectivity Course.....cc\_bcsp\_a13\_it\_enus  
SPNGN1 1.0: Service Provider Edge Technologies Course.....cc\_bcsp\_a14\_it\_enus  
SPNGN1 1.0: IP Addressing Solutions with NAT and DHCP Course.....cc\_bcsp\_a15\_it\_enus  
SPNGN1 1.0: PPP and SONET in the WAN Course.....cc\_bcsp\_a16\_it\_enus  
SPNGN1 1.0: VPN Technologies Course.....cc\_bcsp\_a17\_it\_enus  
SPNGN1 1.0: Cisco Device Management Course.....cc\_bcsp\_a18\_it\_enus  
SPNGN1 1.0: Monitoring Network Traffic, Behavior and Administration Course.....cc\_bcsp\_a19\_it\_enus

### ■ Implementing Cisco Video Network Devices, Part 1

CIVND1 1.0: Video Conferencing and Streaming Fundamentals Course.....cc\_civd\_a01\_it\_enus

## IT SKILLS COURSEWARE

CIVND1 1.0: Video Compression Technologies Course.....	cc_civd_a02_it_enus
CIVND1 1.0: Video Conferencing and Protocol Course.....	cc_civd_a03_it_enus
CIVND1 1.0: Video Endpoints Course.....	cc_civd_a04_it_enus
CIVND1 1.0: TelePresence Endpoint Environmental Requirements and Configuration Course.....	cc_civd_a05_it_enus

DESGN 3.0: Supporting QoS and Wireless in a Network Design Course.....	cc_desn_a10_it_enus
DESGN 3.0: Designing a Network for Collaboration and Introducing IP Addressing Course.....	cc_desn_a11_it_enus
DESGN 3.0: Designing IPv4 and IPv6 Addressing Plans Course.....	cc_desn_a12_it_enus
DESGN 3.0: Managing IP Addresses and Introducing SDN Course.....	cc_desn_a13_it_enus

### ■ Implementing Cisco IP Telephony and Video, Part 2

CIPTV 2 1.0: CUCM v10 Video and Dynamic Routing Using ILS and GDPR Course.....	cc_cipt_a01_it_enus
CIPTV 2 1.0: CUCM v10 Multisite Deployment Solutions Course.....	cc_cipt_a02_it_enus
CIPTV 2 1.0: CUCM v10 Globalized Call Routing and PSTN Backup Course.....	cc_cipt_a03_it_enus
CIPTV 2 1.0: CUCM v10 URI Dialing, MGCP Fallback, and SRST Course.....	cc_cipt_a04_it_enus
CIPTV 2 1.0: CUCM v10 Bandwidth Management Tools and MOH Solutions Course.....	cc_cipt_a05_it_enus

### ■ DESGN: Designing for Cisco Internetwork Solutions

DESGN 3.0: Designing Wide Area Networks Course.....	cc_desn_a06_it_enus
DESGN 3.0: Branch Office and Datacenter Design Course.....	cc_desn_a07_it_enus
DESGN 3.0: Campus Network Design Fundamentals Course.....	cc_desn_a03_it_enus
DESGN 3.0: Network Design Methodologies Course.....	cc_desn_a01_it_enus
DESGN 3.0: Building a Modular Network Design Course.....	cc_desn_a02_it_enus
DESGN 3.0: Designing a Highly Available Campus Network Course.....	cc_desn_a04_it_enus
DESGN 3.0: Designing a Secure Network and Edge Connectivity Course.....	cc_desn_a05_it_enus
DESGN 3.0: Designing Routed Networks with EIGRP and OSPF Course.....	cc_desn_a08_it_enus
DESGN 3.0: Designing Routed Networks with IS-IS and BGP Course.....	cc_desn_a09_it_enus

### ■ Interconnecting Cisco Networking Devices Part 1 (ICND1) 3.0

ICND1 3.0: An Introduction to Networking and Cisco IOS Course.....	cc_icnd_a01_it_enus
ICND1 3.0: Managing Switches and Routers with Cisco IOS Course.....	cc_icnd_a02_it_enus
ICND1 3.0: Discovering Ethernet and Troubleshooting Methodologies Course.....	cc_icnd_a03_it_enus
ICND1 3.0: The Internet, Transport, and Application Layers Course.....	cc_icnd_a04_it_enus
ICND1 3.0: Mastering IPv4 Addressing and Subnetting Course.....	cc_icnd_a05_it_enus
ICND1 3.0: Discovering Cisco IOS Routers Course.....	cc_icnd_a06_it_enus
ICND1 3.0: IPv4 Access Control Lists Course.....	cc_icnd_a08_it_enus
ICND1 3.0: Introducing IPv6 Course.....	cc_icnd_a14_it_enus
ICND1 3.0: IPv4 Private to Public Network Address Translation Course.....	cc_icnd_a09_it_enus
ICND1 3.0: VLANs, Trunking, and Inter-VLAN Routing Course.....	cc_icnd_a10_it_enus
ICND1 3.0: Implementing DHCP and RIPv2 Course.....	cc_icnd_a11_it_enus
ICND1 3.0: Securing Management Access on an IOS Device Course.....	cc_icnd_a12_it_enus
ICND1 3.0: Implementing Port Security and Managing the Cisco IOS Course.....	cc_icnd_a13_it_enus

## INTERNET AND NETWORK TECHNOLOGIES

## NETWORK MANAGEMENT AND SECURITY

## IT SKILLS COURSEWARE

### ■ Software Defined Networking Essentials

Software Defined Networking Fundamentals  
Course ..... dt\_sdne\_a01\_it\_enus

### ■ Juniper Networks Junos Essentials

Juniper Networks Junos Essentials: Networking Fundamentals  
Course ..... dt\_jnca\_a01\_it\_enus  
Juniper Networks Junos Essentials: Junos OS Fundamentals  
Course ..... dt\_jnca\_a02\_it\_enus  
Juniper Networks Junos Essentials: Configuration Basics  
Course ..... dt\_jnca\_a03\_it\_enus  
Juniper Networks Junos Essentials: Monitoring and Maintenance  
Course ..... dt\_jnca\_a04\_it\_enus  
Juniper Networks Junos Essentials: Routing Fundamentals  
Course ..... dt\_jnca\_a05\_it\_enus  
Juniper Networks Junos Essentials: Routing Policy & Firewall Filters  
Course ..... dt\_jnca\_a06\_it\_enus

## INTERNET AND NETWORK TECHNOLOGIES

### EMC

### ■ EMC Information Storage and Management (ISM) v2

EMC ISM v2: Data Center Environment  
Course ..... dt\_ismu\_a01\_it\_enus  
EMC ISM v2: RAID and Intelligent Storage Systems  
Course ..... dt\_ismu\_a02\_it\_enus  
EMC ISM v2: FC SAN, IP SAN, and FCoE  
Course ..... dt\_ismu\_a03\_it\_enus  
EMC ISM v2: NAS, Object-based Storage, and Unified Storage  
Course ..... dt\_ismu\_a04\_it\_enus  
EMC ISM v2: Business Continuity, Backup, Replication, and Archiving  
Course ..... dt\_ismu\_a05\_it\_enus  
EMC ISM v2: Remote Replication and Cloud Computing  
Course ..... dt\_ismu\_a06\_it\_enus  
EMC ISM v2: Securing the Storage Infrastructure  
Course ..... dt\_ismu\_a07\_it\_enus  
EMC ISM v2: Managing the Storage Infrastructure  
Course ..... dt\_ismu\_a08\_it\_enus

## INTERNET AND NETWORK TECHNOLOGIES

### CLOUD COMPUTING

### ■ Microsoft System Center 2012 R2: Monitoring and Operating a Private Cloud

Microsoft System Center 2012 R2 – Monitor and Operate: Monitoring Cloud Services  
Course ..... ws\_mopc\_a03\_it\_enus  
Microsoft System Center 2012 R2 – Monitor and Operate: Private Cloud Overview  
Course ..... ws\_mopc\_a01\_it\_enus  
Microsoft System Center 2012 R2 – Monitor and Operate: Deploying Cloud Services  
Course ..... ws\_mopc\_a02\_it\_enus  
Microsoft System Center 2012 R2 – Monitor and Operate: Service Management  
Course ..... ws\_mopc\_a04\_it\_enus  
Microsoft System Center 2012 R2 – Monitor and Operate: Problem Management  
Course ..... ws\_mopc\_a05\_it\_enus  
Microsoft System Center 2012 R2 – Monitor and Operate: Backup and Recovery  
Course ..... ws\_mopc\_a06\_it\_enus  
Microsoft System Center 2012 R2 – Monitor and Operate: Compliance  
Course ..... ws\_mopc\_a07\_it\_enus  
Microsoft System Center 2012 R2 – Monitor and Operate: SLAs Widgets & Dashboards  
Course ..... ws\_mopc\_a08\_it\_enus

### ■ CompTIA Cloud+ CV0-001

CompTIA Cloud+ CV0-001: Cloud Fundamentals  
Course ..... cl\_cdps\_a01\_it\_enus  
CompTIA Cloud+ CV0-001: Virtualization  
Course ..... cl\_cdps\_a02\_it\_enus  
CompTIA Cloud+ CV0-001: Data Center Infrastructure  
Course ..... cl\_cdps\_a03\_it\_enus  
CompTIA Cloud+ CV0-001: Cloud Management  
Course ..... cl\_cdps\_a04\_it\_enus  
CompTIA Cloud+ CV0-001: Cloud Security  
Course ..... cl\_cdps\_a05\_it\_enus  
CompTIA Cloud+ CV0-001: Managing Cloud Systems  
Course ..... cl\_cdps\_a06\_it\_enus

## IT SKILLS COURSEWARE

### ■ Microsoft System Center 2012 R2: Configuring and Deploying a Private Cloud

Microsoft System Center 2012 R2 – Configure and Deploy: VMM Overview Course.....	ws_cdpc_a01_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Extending & Maintaining Course.....	ws_cdpc_a02_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Application Delivery Course.....	ws_cdpc_a03_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Building Private Clouds Course.....	ws_cdpc_a04_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Monitoring Course.....	ws_cdpc_a05_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Service Management Course.....	ws_cdpc_a06_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: DPM Course.....	ws_cdpc_a07_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Automation Course.....	ws_cdpc_a08_it_enus

### ■ Managing Citrix XenDesktop 7 Solutions

Administrating XenDesktop 7.5 and Hypervisor Management Course.....	cl_ctrx_a01_it_enus
Managing XenDesktop 7.5 Desktops and Applications Course.....	cl_ctrx_a02_it_enus
Configuring Citrix XenDesktop 7.6 Components Course.....	cl_ctrx_a03_it_enus
Managing a Citrix XenDesktop 7.6 Environment Course.....	cl_ctrx_a04_it_enus
Monitoring a Citrix XenDesktop 7.6 Environment Course.....	cl_ctrx_a05_it_enus
Troubleshooting a Citrix XenDesktop 7.6 Environment Course.....	cl_ctrx_a06_it_enus

### ■ OpenStack Fundamentals

Implementing OpenStack Course.....	cl_opst_a01_it_enus
Configuring OpenStack Course.....	cl_opst_a02_it_enus

### ■ Virtualizing Enterprise Desktops and Apps

Virtualizing Enterprise Desktops and Apps: App-V Clients and App Sequencing Course.....	cl_veda_a02_it_enus
Virtualizing Enterprise Desktops and Apps: Plan App Virtualization and Use MAP Course.....	cl_veda_a01_it_enus
Virtualizing Enterprise Desktops and Apps: VM-based and Session-based RDS Course.....	cl_veda_a03_it_enus
Virtualizing Enterprise Desktops and Apps: RemoteApps Course.....	cl_veda_a04_it_enus
Virtualizing Enterprise Desktops and Apps: Plan for Resilient Virtualized Apps Course.....	cl_veda_a05_it_enus

### ■ Certified Cloud Security Professional (CCSP)

Cloud System Architecture – Concepts and Design Course.....	cl_csip_a01_it_enus
Cloud Data Security Course.....	cl_csip_a02_it_enus
Cloud System Security - Platform and Infrastructure Course.....	cl_csip_a03_it_enus
Cloud Application Security Course.....	cl_csip_a04_it_enus
Cloud Service – Operations Management Course.....	cl_csip_a05_it_enus
Cloud Service – Legal and Compliance Course.....	cl_csip_a06_it_enus

### ■ Microsoft Hyper-V 2016 First Look

Microsoft Hyper-V 2016: First Look Course.....	cl_hvts_a01_it_enus
--	---------------------

### ■ Cloud Computing for the Business User

Cloud Computing for the Business User: Concepts and Moving to the Cloud Course.....	cl_ccbu_a01_it_enus
---	---------------------

### ■ Architecting on Amazon Web Services

Architecting on Amazon Web Services: IAM and Object Storage Course.....	cl_awsc_a01_it_enus
Architecting on Amazon Web Services: Elastic Compute Cloud (EC2) Overview Course.....	cl_awsc_a02_it_enus
Architecting on Amazon Web Services: Elastic Compute Cloud (EC2) Auto Scaling Course.....	cl_awsc_a03_it_enus

## IT SKILLS COURSEWARE

Architecting on Amazon Web Services: Databases and Application Services	
Course.....	cl_awsc_a04_it_enus
Architecting on Amazon Web Services: Networking and Best Practice	
Course.....	cl_awsc_a05_it_enus

### ■ Advanced Architecting on Amazon Web Services

Advanced Architecting on Amazon Web Services: HA and Business Continuity	
Course.....	cl_awsp_a01_it_enus
Advanced Architecting on Amazon Web Services: Costing	
Course.....	cl_awsp_a02_it_enus
Advanced Architecting on Amazon Web Services: Deployment Management	
Course.....	cl_awsp_a03_it_enus
Advanced Architecting on Amazon Web Services: Cloud Migration and Architecture	
Course.....	cl_awsp_a04_it_enus
Advanced Architecting on Amazon Web Services: Data Storage Architecture	
Course.....	cl_awsp_a05_it_enus
Advanced Architecting on Amazon Web Services: Security Architecture	
Course.....	cl_awsp_a06_it_enus
Advanced Architecting on Amazon Web Services: Scalability and Elasticity	
Course.....	cl_awsp_a07_it_enus

### ■ Cloud Computing Technology Fundamentals

Cloud Computing Fundamentals: Virtualization and Data Centers	
Course.....	cl_cctf_a02_it_enus
Cloud Computing Fundamentals: Overview	
Course.....	cl_cctf_a01_it_enus
Cloud Computing Fundamentals: Storing and Managing Cloud Data	
Course.....	cl_cctf_a03_it_enus
Cloud Computing Fundamentals: Migrating to the Cloud	
Course.....	cl_cctf_a04_it_enus
Cloud Computing Fundamentals: Identity, Presence, and Privacy	
Course.....	cl_cctf_a05_it_enus
Cloud Computing Fundamentals: Cloud Security	
Course.....	cl_cctf_a06_it_enus

### ■ Microsoft SCCM 2012: Administering and Deploying

Overview & Prerequisite Setup for System Center Configuration Manager 2012 R2	
Course.....	cl_sccm_a01_it_enus
Basic SCCM Maintenance and Managing Operating System Deployment	
Course.....	cl_sccm_a02_it_enus
Deploying Applications and Software Updates	
Course.....	cl_sccm_a03_it_enus
Administering System Center Configuration Manager 2012 R2	
Course.....	cl_sccm_a04_it_enus
SCCM 2012 R2 Performance and Health Monitoring	
Course.....	cl_sccm_a05_it_enus
SCCM 2012 R2 Boundaries and Security Considerations	
Course.....	cl_sccm_a06_it_enus
SCCM 2012 R2 Compliance Settings and Managing Clients	
Course.....	cl_sccm_a07_it_enus
Managing Inventory and Reporting	
Course.....	cl_sccm_a08_it_enus

### ■ AWS Certified Developer - Associate

Getting Started with Amazon Web Services	
Course.....	cl_acda_a01_it_enus

### ■ Architecting Microsoft Azure Solutions

Microsoft Azure – Architecting Solutions: Infrastructure and Networking	
Course.....	cl_amas_a01_it_enus
Microsoft Azure – Architecting Solutions: Securing Resources	
Course.....	cl_amas_a02_it_enus
Microsoft Azure – Architecting Solutions: Designing Storage and Data Access	
Course.....	cl_amas_a03_it_enus
Microsoft Azure – Architecting Solutions: Service Support for Azure Data	
Course.....	cl_amas_a04_it_enus
Microsoft Azure – Architecting Solutions: Designing Advanced Applications	
Course.....	cl_amas_a05_it_enus
Microsoft Azure – Architecting Solutions: Designing a Web Site	
Course.....	cl_amas_a06_it_enus
Microsoft Azure – Architecting Solutions: Designing a Management Strategy	
Course.....	cl_amas_a07_it_enus
Microsoft Azure – Architecting Solutions: Designing a Continuity Strategy	
Course.....	cl_amas_a08_it_enus

## IT SKILLS COURSEWARE

# INTERNET AND NETWORK TECHNOLOGIES

## MENTORING ASSETS

### Mentoring Assets

Mentoring Certified Information Systems Security Professional (CISSP)	
Mentoring Assets.....	mntcissp
Mentoring Systems Security Certified Practitioner (SSCP)	
Mentoring Assets.....	mntsscp2ed
Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Mentoring Assets.....	mnt100101
Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Mentoring Assets.....	mnt200101
Mentoring 200-120 Cisco Certified Network Associate (CCNA)	
Mentoring Assets.....	mnt200120
Mentoring 312-50 Certified Ethical Hacker (CEH)	
Mentoring Assets.....	mnt31250v8
Mentoring SY0-401 CompTIA Security+	
Mentoring Assets.....	mntsyo401
Mentoring 300-115 Implementing Cisco IP Switched Networks (SWITCH)	
Mentoring Assets.....	mnt300115
Mentoring 300-101 Implementing Cisco IP Routing (ROUTE)	
Mentoring Assets.....	mnt300101
Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Mentoring Assets.....	mnt300135
Mentoring CV0-001 CompTIA Cloud+	
Mentoring Assets.....	mntcv0001
Mentoring N10-006 CompTIA Network+	
Mentoring Assets.....	mntn10006
Mentoring CAS-002 CompTIA Advanced Security Practitioner	
Mentoring Assets.....	mntcas002
Mentoring SK0-004 CompTIA Server+	
Mentoring Assets.....	mntsk0004
Mentoring 98-367 MTA Security Fundamentals	
Mentoring Assets.....	mnt98367
Mentoring MB0-001 CompTIA Mobility+	
Mentoring Assets.....	mntmb0001
Mentoring 98-369 Cloud Fundamentals	
Mentoring Assets.....	mnt98369
Mentoring 100-105 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Mentoring Assets.....	mnt100105

Mentoring 200-105 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Mentoring Assets.....	mnt200105
Mentoring 200-125 Interconnecting Cisco Networking Devices (CCNA)	
Mentoring Assets.....	mnt200125

# INTERNET AND NETWORK TECHNOLOGIES

## TEST PREPS

### Test Preps

TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)	
Testprep Exams .....	cc_comm_a01_tp_enus
TestPrep Certified Information Systems Security Professional (CISSP)	
Testprep Exams .....	sp_cssp_a01_tp_enus
TestPrep Certified Information Security Manager (CISM)	
Testprep Exams .....	sp_cisn_a01_tp_enus
TestPrep E10-001 Information Storage and Management	
Testprep Exams .....	dt_ismu_a01_tp_enus
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Testprep Exams .....	cc_icne_a01_tp_enus
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Testprep Exams .....	cc_icnf_a01_tp_enus
TestPrep 200-120 Cisco Certified Network Associate (CCNA)	
Testprep Exams .....	cc_ccna_a02_tp_enus
TestPrep 312-50 Certified Ethical Hacker (CEH)	
Testprep Exams .....	sp_ceth_a01_tp_enus
TestPrep SY0-401 CompTIA Security+	
Testprep Exams .....	cs_styq_a01_tp_enus
TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)	
Testprep Exams .....	cc_rout_a01_tp_enus
TestPrep 300-115 Implementing Cisco IP Switched Networks (SWITCH)	
Testprep Exams .....	cc_swch_a01_tp_enus
TestPrep 300-206 Implementing Cisco Edge Network Security Solutions (SENSS)	
Testprep Exams .....	cc_sens_a01_tp_enus
TestPrep CV0-001 CompTIA Cloud+	
Testprep Exams .....	cl_cdps_a01_tp_enus
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012	
Testprep Exams .....	ws_mopc_a01_tp_enus
TestPrep N10-006 CompTIA Network+	
Testprep Exams .....	cs_ctne_a01_tp_enus

## IT SKILLS COURSEWARE

TestPrep 70-247 Configuring and Deploying a Private Cloud, System Center 2012	TestPrep 300-070 Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1)
Testprep Exams ..... ws_cdpc_a01_tp_enus	Testprep Exams ..... cc_citv_a01_tp_enus
TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	TestPrep 210-451 Understanding Cisco Cloud Fundamentals (CLDFND)
Testprep Exams ..... cc_trst_a01_tp_enus	Testprep Exams ..... cc_uccf_a01_tp_enus
TestPrep 300-208 Implementing Cisco Secure Access Solutions (SISAS)	TestPrep 200-310 Designing for Cisco Internetwork Solutions (DESGN)
Testprep Exams ..... cc_siss_a01_tp_enus	Testprep Exams ..... cc_desn_a01_tp_enus
TestPrep 300-207 Implementing Cisco Threat Control Solutions (SITCS)	TestPrep JN0-102 JNCIA-Junos
Testprep Exams ..... cc_sitc_a01_tp_enus	Testprep Exams ..... dt_jnca_a01_tp_enus
TestPrep CAS-002 CompTIA Advanced Security Practitioner	TestPrep 70-243 Administering and Deploying System Center 2012 Configuration Manager
Testprep Exams ..... sp_capr_a01_tp_enus	Testprep Exams ..... cl_sccm_a01_tp_enus
TestPrep 300-209 Implementing Cisco Secure Mobility Solutions (SIMOS)	TestPrep 640-875 Building Cisco Service Provider, Part 1 (SPNGN1)
Testprep Exams ..... cc_smos_a01_tp_enus	Testprep Exams ..... cc_bcsp_a01_tp_enus
TestPrep 640-916 Introducing Cisco Data Center Technologies (DCICT)	TestPrep Systems Security Certified Practitioner (SSCP)
Testprep Exams ..... cc_cicc_a01_tp_enus	Testprep Exams ..... sp_symp_a01_tp_enus
TestPrep 640-911 Introducing Cisco Data Center Networking (DCICN)	TestPrep Certified Information Systems Auditor (CISA)
Testprep Exams ..... cc_cicn_a01_tp_enus	Testprep Exams ..... sp_cisa_a01_tp_enus
TestPrep MB0-001 CompTIA Mobility+	TestPrep N10-005 Network+
Testprep Exams ..... cs_mobl_a01_tp_enus	Testprep Exams ..... cs_ctmt_a01_tp_enus
TestPrep Certified Information Systems Security Professional (CISSP)	
Testprep Exams ..... sp_cisp_a01_tp_enus	
TestPrep 98-367 Microsoft Security Fundamentals	
Testprep Exams ..... sp_mtas_a01_tp_enus	
TestPrep Systems Security Certified Practitioner (SSCP)	
Testprep Exams ..... sp_sscp_a01_tp_enus	
TestPrep 98-369 Cloud Fundamentals	
Testprep Exams ..... cl_mtcf_a01_tp_enus	
TestPrep 70-694 Virtualizing Enterprise Desktops and Apps	
Testprep Exams ..... cl_veda_a01_tp_enus	
TestPrep 210-060 Implementing Cisco Collaboration Devices (CICD)	
Testprep Exams ..... cc_cicd_a01_tp_enus	
TestPrep 210-065 Implementing Cisco Video Network Devices (CICD)	
Testprep Exams ..... cc_civn_a01_tp_enus	
TestPrep 210-260 Implementing Cisco Network Security (IINS)	
Testprep Exams ..... cc_seci_a01_tp_enus	
TestPrep 200-355 Implementing Cisco Wireless Network Fundamentals (WIFUND)	
Testprep Exams ..... cc_uwne_a01_tp_enus	
TestPrep 300-075 Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2)	
Testprep Exams ..... cc_cipt_a01_tp_enus	

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 12C

#### ■ Oracle Database 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB Course	..... od_nfad_a01_it_enus
Oracle Database 12c: Managing CDB and PDB, and Data Optimization Course	..... od_nfad_a02_it_enus
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving Course	..... od_nfad_a03_it_enus
Oracle Database 12c: Managing Security Course	..... od_nfad_a04_it_enus
Oracle Database 12c: High Availability and Database Management Course	..... od_nfad_a05_it_enus
Oracle Database 12c: Tuning SQL and Using ADDM Course	..... od_nfad_a06_it_enus
Oracle Database 12c: Resource Manager, Online Operations, and ADR Course	..... od_nfad_a07_it_enus

# IT SKILLS COURSEWARE

Oracle Database 12c: Transporting Databases and Managing Data Course..... od\_nfad\_a08\_it\_enus

Oracle Database 12c - Backup and Recovery: Perform Recovery and Secure Backup Course..... od\_bkpr\_a04\_it\_enus

Oracle Database 12c - Backup and Recovery: Using Flashback Technologies Course..... od\_bkpr\_a05\_it\_enus

Oracle Database 12c - Backup and Recovery: Transporting Data and Performing PITR Course..... od\_bkpr\_a06\_it\_enus

Oracle Database 12c - Backup and Recovery: Duplicating Databases and Tuning RMAN Course..... od\_bkpr\_a07\_it\_enus

## ■ Oracle Database 12c: Install and Upgrade

Oracle Database 12c – Install and Upgrade: Database Architecture Course..... od\_inup\_a01\_it\_enus  
Oracle Database 12c – Install and Upgrade: Installation Course..... od\_inup\_a02\_it\_enus  
Oracle Database 12c – Install and Upgrade: Upgrading Course..... od\_inup\_a03\_it\_enus

## ■ Oracle Database 12c Revisions

Oracle Database 12c - Administration: Database Architecture and Management Tools Course..... od\_oadm\_a01\_it\_enus  
Oracle Database 12c – Administration: Manage the Database Instance Course..... od\_oadm\_a02\_it\_enus  
Oracle Database 12c – Administration: The Network Environment and User Security Course..... od\_oadm\_a03\_it\_enus  
Oracle Database 12c – Administration: Storage structures and Undo Data Course..... od\_oadm\_a04\_it\_enus  
Oracle Database 12c – Administration: Data Concurrency and Auditing Course..... od\_oadm\_a05\_it\_enus  
Oracle Database 12c – Administration: Backup, Recover, and Move Data Course..... od\_oadm\_a06\_it\_enus  
Oracle Database 12c – Administration: Maintenance and Performance Tuning Course..... od\_oadm\_a07\_it\_enus  
Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support Course..... od\_oadm\_a08\_it\_enus

Managing an Oracle Database 12c Instance Course..... od\_dbre\_a01\_it\_enus

Connectivity and Space Management in Oracle Database 12c Course..... od\_dbre\_a02\_it\_enus

User Security and Auditing in Oracle Database 12c Course..... od\_dbre\_a03\_it\_enus

Backing Up, Recovering, Importing, and Exporting Data in Oracle Database 12c Course..... od\_dbre\_a04\_it\_enus

Database Maintenance and Performance Tuning in Oracle Database 12c Course..... od\_dbre\_a05\_it\_enus

SQL Tuning, Resource Management, and Job Scheduling in Oracle Database 12c Course..... od\_dbre\_a06\_it\_enus

## ■ Oracle Database 12c: Backup and Recovery

Oracle Database 12c - Backup and Recovery: Configuring for Recoverability Course..... od\_bkpr\_a01\_it\_enus  
Oracle Database 12c - Backup and Recovery: Performing and Managing Backups Course..... od\_bkpr\_a02\_it\_enus  
Oracle Database 12c - Backup and Recovery: Failure and Recovery Concepts Course..... od\_bkpr\_a03\_it\_enus

## ■ Oracle Database 12c: Introduction to SQL

Oracle Database 12c - Introduction to SQL: Relational Database and SQL Developer Course..... od\_insq\_a01\_it\_enus

Oracle Database 12c - Introduction to SQL: SQL\*Plus and SELECT Statement Course..... od\_insq\_a02\_it\_enus

Oracle Database 12c - Introduction to SQL: Restrict, Sort, and Customize Output Course..... od\_insq\_a03\_it\_enus

Oracle Database 12c - Introduction to SQL: Data Conversion and Aggregating Data Course..... od\_insq\_a04\_it\_enus

Oracle Database 12c - Introduction to SQL: Working with Joins and Subqueries Course..... od\_insq\_a05\_it\_enus

Oracle Database 12c - Introduction to SQL: Data Manipulation Language Course..... od\_insq\_a06\_it\_enus

## IT SKILLS COURSEWARE

Oracle Database 12c - Introduction to SQL: Working with SET Operators and DDL  
Course.....od\_insq\_a07\_it\_enus

Oracle Database 12c RAC Administration: Services and Multitenant Architecture  
Course.....od\_raad\_a08\_it\_enus

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 11G

#### Oracle Database 11g: SQL Tuning

Oracle Database 11g: Architecture, SQL Tuning, and Optimization  
Course.....od\_ortw\_a01\_dt\_enus

Oracle Database 11g: Indexes, Access Paths, and Join Operations  
Course.....od\_ortw\_a02\_dt\_enus

Oracle Database 11g: Execution Plans and Star Transformations  
Course.....od\_ortw\_a03\_dt\_enus

Oracle Database 11g: Optimizer Statistics, Hints, and Cursor Sharing  
Course.....od\_ortw\_a04\_dt\_enus

Oracle Database 11g: Application Tracing and Automatic SQL Tuning  
Course.....od\_ortw\_a05\_dt\_enus

#### Oracle Database 11g: Secure Backup

Oracle Database 11g: Configuring OSB and Security  
Course.....od\_odsba01\_it\_enus

Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup  
Course.....od\_odsba02\_it\_enus

Oracle Database 11g: RMAN and Oracle Secure Backup  
Course.....od\_odsba03\_it\_enus

Oracle Database 11g: Managing Backups and Infrastructure  
Course.....od\_odsba04\_it\_enus

Oracle Database 11g: Tape Vaulting, Duplication, and Tuning  
Course.....od\_odsba05\_it\_enus

#### Oracle Database 11g: RAC Administration

Oracle Database 11g: Installation of Clusterware and RAC  
Course.....od\_oraca01\_it\_enus

Oracle Database 11g: RAC Database and Oracle Clusterware Administration  
Course.....od\_oraca02\_it\_enus

Oracle Database 11g: RAC Performance Tuning  
Course.....od\_oraca03\_it\_enus

#### Oracle Database 12c: Performance Tuning

Oracle 12c Performance Tuning: Introduction  
Course.....od\_pmte\_a01\_it\_enus

Oracle 12c Performance Tuning: Automatic Workload Repository  
Course.....od\_pmte\_a02\_it\_enus

Oracle 12c Performance Tuning: Metrics and Monitoring  
Course.....od\_pmte\_a03\_it\_enus

Oracle 12c Performance Tuning: Application Monitoring and SQL Diagnostics  
Course.....od\_pmte\_a04\_it\_enus

Oracle 12c Performance Tuning: Tuning Problem SQL Statements  
Course.....od\_pmte\_a05\_it\_enus

Oracle 12c Performance Tuning: Measuring and Maintaining SQL Performance  
Course.....od\_pmte\_a06\_it\_enus

Oracle 12c Performance Tuning: Performance Tuning Summary  
Course.....od\_pmte\_a08\_it\_enus

Oracle 12c Performance Tuning: Tuning Instance Memory  
Course.....od\_pmte\_a07\_it\_enus

### ORACLE 11G

#### Oracle Database 11g: SQL Tuning

Oracle Database 11g: Architecture, SQL Tuning, and Optimization  
Course.....od\_ortw\_a01\_dt\_enus

Oracle Database 11g: Indexes, Access Paths, and Join Operations  
Course.....od\_ortw\_a02\_dt\_enus

Oracle Database 11g: Execution Plans and Star Transformations  
Course.....od\_ortw\_a03\_dt\_enus

Oracle Database 11g: Optimizer Statistics, Hints, and Cursor Sharing  
Course.....od\_ortw\_a04\_dt\_enus

Oracle Database 11g: Application Tracing and Automatic SQL Tuning  
Course.....od\_ortw\_a05\_dt\_enus

#### Oracle Database 11g: Secure Backup

Oracle Database 11g: Configuring OSB and Security  
Course.....od\_odsba01\_it\_enus

Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup  
Course.....od\_odsba02\_it\_enus

Oracle Database 11g: RMAN and Oracle Secure Backup  
Course.....od\_odsba03\_it\_enus

Oracle Database 11g: Managing Backups and Infrastructure  
Course.....od\_odsba04\_it\_enus

Oracle Database 11g: Tape Vaulting, Duplication, and Tuning  
Course.....od\_odsba05\_it\_enus

#### Oracle Database 11g: RAC Administration

Oracle Database 11g: Installation of Clusterware and RAC  
Course.....od\_oraca01\_it\_enus

Oracle Database 11g: RAC Database and Oracle Clusterware Administration  
Course.....od\_oraca02\_it\_enus

Oracle Database 11g: RAC Performance Tuning  
Course.....od\_oraca03\_it\_enus

#### Oracle Database 12c: RAC Administration

Oracle Database 12c RAC Administration: Introduction to Oracle RAC  
Course.....od\_raad\_a01\_it\_enus

Oracle Database 12c RAC Administration: Installing, Configuring, and Patching  
Course.....od\_raad\_a02\_it\_enus

Oracle Database 12c RAC Administration: Day-to-Day Administration  
Course.....od\_raad\_a03\_it\_enus

Oracle Database 12c RAC Administration: Backup and Recovery  
Course.....od\_raad\_a04\_it\_enus

Oracle Database 12c RAC Administration: Global Resource Management  
Course.....od\_raad\_a05\_it\_enus

Oracle Database 12c RAC Administration: Monitoring and Tuning  
Course.....od\_raad\_a06\_it\_enus

Oracle Database 12c RAC Administration: Client Connections and QoS  
Course.....od\_raad\_a07\_it\_enus

## IT SKILLS COURSEWARE

Oracle Database 11g: Configure, Manage, and Use Services in RAC	Course.....od_orac_a04_it_enus
Oracle Database 11g: Diagnosing Oracle Clusterware and Node Management	Course.....od_orac_a05_it_enus
Oracle Database 11g: High Availability in RAC	Course.....od_orac_a06_it_enus

### ■ Oracle Database 11g: Security

Oracle Database 11g: Introduction to Database Security and Solutions	Course.....od_odsc_a01_it_enus
Oracle Database 11g: Database Security	Course.....od_odsc_a02_it_enus
Oracle Database 11g: Database Auditing	Course.....od_odsc_a03_it_enus
Oracle Database 11g: Basic User and Strong Authentication	Course.....od_odsc_a04_it_enus
Oracle Database 11g: Enterprise User Security and Proxy Authentication	Course.....od_odsc_a05_it_enus
Oracle Database 11g: Privileges, Roles, and Application Contexts	Course.....od_odsc_a06_it_enus
Oracle Database 11g: Virtual Private Database	Course.....od_odsc_a07_it_enus
Oracle Database 11g: Oracle Label Security and the Data Masking Pack	Course.....od_odsc_a08_it_enus
Oracle Database 11g: Encryption Concepts	Course.....od_odsc_a09_it_enus
Oracle Database 11g: Transparent Data Encryption	Course.....od_odsc_a10_it_enus
Oracle Database 11g: Oracle Net Services and Listener Security	Course.....od_odsc_a11_it_enus
Oracle Database 11g: Firewalls, Oracle Connection Manager, and SQL*Plus Security	Course.....od_odsc_a12_it_enus

### ■ Oracle Database 11g: New Features for Administrators Release 2

Oracle Database 11g Release 2: Installation and Oracle Restart	Course.....od_onft_a01_it_enus
Oracle Database 11g Release 2: ASM, Storage and Partitioning Enhancements	Course.....od_onft_a02_it_enus

Oracle Database 11g Release 2: Oracle Partitioning and Security Features	Course.....od_onft_a03_it_enus
Oracle Database 11g Release 2: Using Change Management Solutions	Course.....od_onft_a04_it_enus
Oracle Database 11g Release 2: Intelligent Infrastructure Enhancements	Course.....od_onft_a05_it_enus
Oracle Database 11g Release 2: Diagnosability Enhancements	Course.....od_onft_a06_it_enus
Oracle Database 11g Release 2: SQL Monitoring and Performance Enhancements	Course.....od_onft_a07_it_enus
Oracle Database 11g Release 2: Application Performance Enhancements	Course.....od_onft_a08_it_enus
Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data	Course.....od_onft_a09_it_enus
Oracle Database 11g Release 2: Oracle Scheduler and Secure Backup	Course.....od_onft_a10_it_enus

### ■ Oracle Database 11g: Administration Workshop I Release 2

Oracle Database 11g Release 2: Database Architecture and Installation	Course.....od_udas_a01_it_enus
Oracle Database 11g Release 2: Database Creation and Instance Management	Course.....od_udas_a02_it_enus
Oracle Database 11g Release 2: The ASM Instance and Network Connectivity	Course.....od_udas_a03_it_enus
Oracle Database 11g Release 2: Storage Structures and User Security	Course.....od_udas_a04_it_enus
Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing	Course.....od_udas_a05_it_enus
Oracle Database 11g Release 2: Managing Database Maintenance and Performance	Course.....od_udas_a06_it_enus
Oracle Database 11g Release 2: Backup and Recovery	Course.....od_udas_a07_it_enus
Oracle Database 11g Release 2: Moving Data and Oracle Support	Course.....od_udas_a08_it_enus

## IT SKILLS COURSEWARE

### ■ Oracle Database 11g: Administration Workshop II Release 2

Oracle Database 11g Release 2: Database Architecture and Recovery Operations	
Course.....	od_odat_a01_it_enus
Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups	
Course.....	od_odat_a02_it_enus
Oracle Database 11g Release 2: Performing Restore and Recovery Tasks	
Course.....	od_odat_a03_it_enus
Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN	
Course.....	od_odat_a04_it_enus
Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies	
Course.....	od_odat_a05_it_enus
Oracle Database 11g Release 2: Managing Database Memory and Performance	
Course.....	od_odat_a06_it_enus
Oracle Database 11g Release 2: Managing Database Resources and the Scheduler	
Course.....	od_odat_a07_it_enus
Oracle Database 11g Release 2: Managing Database Space and Duplication	
Course.....	od_odat_a08_it_enus

### ■ Oracle SOA Suite 11g

Oracle SOA Suite 11g: Introduction to SOA	
Course.....	od_soas_a01_it_enus
Oracle SOA Suite 11g: SOA Governance and Service Design	
Course.....	od_soas_a02_it_enus
Oracle SOA Suite 11g: SOA Composite Applications	
Course.....	od_soas_a03_it_enus
Oracle SOA Suite 11g: Mediator and BPEL Components	
Course.....	od_soas_a04_it_enus
Oracle SOA Suite 11g: Human Task and Business Rules Components	
Course.....	od_soas_a05_it_enus
Oracle SOA Suite 11g: SOA Security and Adoption Planning	
Course.....	od_soas_a06_it_enus

## ENTERPRISE DATABASE SYSTEMS

## MICROSOFT SQL SERVER 2016

### ■ Microsoft SQL Server 2016 First Look

Microsoft SQL Server 2016 First Look: Preview Course.....	df_sqfl_a01_it_enus
---	---------------------

## ENTERPRISE DATABASE SYSTEMS

## MICROSOFT SQL SERVER 2014

### ■ Microsoft SQL Server 2014: Designing Database Solutions

Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure	
Course.....	md_ddsa_a01_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Private Clouds	
Course.....	md_ddsa_a02_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database	
Course.....	md_ddsa_a03_it_enus
Microsoft SQL Server 2014 - Designing Solutions: High Availability	
Course.....	md_ddsa_a04_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn	
Course.....	md_ddsa_a05_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery	
Course.....	md_ddsa_a06_it_enus

### ■ Microsoft SQL Server 2014: Designing Business Intelligence Solutions

Microsoft SQL Server 2014 - Designing BI Solutions: BI Infrastructure Design	
Course.....	md_dbis_a01_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Extract, Transform, and Load	
Course.....	md_dbis_a02_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Data Models	
Course.....	md_dbis_a03_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Reporting Services	
Course.....	md_dbis_a04_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: SharePoint Integration	
Course.....	md_dbis_a05_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: MDX Queries and Performance	
Course.....	md_dbis_a06_it_enus

## IT SKILLS COURSEWARE

Microsoft SQL Server 2014 - Designing BI Solutions:  
Availability and Recovery  
Course.....md\_dbis\_a07\_it\_enus

Microsoft SQL Server 2012: Querying Basics and  
Modifying Data  
Course.....md\_mssql\_a02\_it\_enus

Microsoft SQL Server 2012: Manipulate Data Using  
Operators and Functions  
Course.....md\_mssql\_a03\_it\_enus

Microsoft SQL Server 2012: Creating Functions and  
Triggers  
Course.....md\_mssql\_a04\_it\_enus

Microsoft SQL Server 2012: Creating Programming  
Objects and Optimizing Queries  
Course.....md\_mssql\_a05\_it\_enus

Microsoft SQL Server 2012: Managing XML Data  
Course.....md\_mssql\_a06\_it\_enus

### ■ Microsoft SQL Server 2014: Implementing Data Models and Reports

Microsoft SQL Server 2014: Design and Install Analysis  
Services and Tools  
Course.....md\_idmr\_a01\_it\_enus

Microsoft SQL Server 2014: Designing Multidimensional  
Models and Data Sources  
Course.....md\_idmr\_a02\_it\_enus

Microsoft SQL Server: Implement and Configure Cubes  
Course.....md\_idmr\_a03\_it\_enus

Microsoft SQL Server 2014: Design and Implement  
Dimensions  
Course.....md\_idmr\_a04\_it\_enus

Microsoft SQL Server: Implement Partitions and  
Custom Logic  
Course.....md\_idmr\_a05\_it\_enus

Microsoft SQL Server 2014: MDX Queries, Process  
Models, and Deploy Databases  
Course.....md\_idmr\_a06\_it\_enus

Microsoft SQL Server 2014: Manage, Maintain, and  
Troubleshoot SSAS  
Course.....md\_idmr\_a07\_it\_enus

Microsoft SQL Server 2014: Create and Manage Tabular  
Data Models  
Course.....md\_idmr\_a08\_it\_enus

Microsoft SQL Server 2014: Design Reports and Create  
Data Sources and Datasets  
Course.....md\_idmr\_a09\_it\_enus

Microsoft SQL Server 2014: Report Formatting and  
Interactivity  
Course.....md\_idmr\_a10\_it\_enus

Microsoft SQL Server 2014: Manage Reporting Services  
Course.....md\_idmr\_a11\_it\_enus

Microsoft SQL Server 2014: Process Report and Create  
Subscriptions and  
Schedules  
Course.....md\_idmr\_a12\_it\_enus

### ■ Microsoft SQL Server 2012: Database Administration

Microsoft SQL Server 2012: Installation and Upgrade  
Course.....md\_msdb\_a01\_it\_enus

Microsoft SQL Server 2012: Instance Configuration and  
Database Creation  
Course.....md\_msdb\_a02\_it\_enus

Microsoft SQL Server 2012: Managing Databases and  
Automating Tasks  
Course.....md\_msdb\_a03\_it\_enus

Microsoft SQL Server 2012: Security Management  
Course.....md\_msdb\_a04\_it\_enus

Microsoft SQL Server 2012: Managing Database Data  
Course.....md\_msdb\_a05\_it\_enus

Microsoft SQL Server 2012: Managing Indexes, Full-Text  
Search and Partitions  
Course.....md\_msdb\_a06\_it\_enus

Microsoft SQL Server 2012: Backing Up and Restoring  
Databases  
Course.....md\_msdb\_a07\_it\_enus

Microsoft SQL Server 2012: Database Monitoring and  
Performance Tuning  
Course.....md\_msdb\_a08\_it\_enus

Microsoft SQL Server 2012: Configuring High Availability  
Course.....md\_msdb\_a09\_it\_enus

## ENTERPRISE DATABASE SYSTEMS

### MICROSOFT SQL SERVER 2012

#### ■ Microsoft SQL Server 2012: Querying

Microsoft SQL Server 2012: Creating Database Objects  
Course.....md\_mssql\_a01\_it\_enus

#### ■ Microsoft SQL Server: Developing Databases

Microsoft SQL Server 2012 – Developing Databases:  
Implementing Tables and Views  
Course.....md\_dsqd\_a01\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
Implementing Indexes  
Course.....md\_dsqd\_a02\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
Stored Procedures  
Course.....md\_dsqd\_a03\_it\_enus

## IT SKILLS COURSEWARE

Microsoft SQL Server 2012 – Developing Databases: CLR Integration Course.....	md_dsqd_a04_it_enus
Microsoft SQL Server 2012 – Developing Databases: Working with Data Course.....	md_dsqd_a05_it_enus
Microsoft SQL Server 2012 – Developing Databases: Working with XML Data Course.....	md_dsqd_a06_it_enus
Microsoft SQL Server 2012 – Developing Databases: Tuning and Optimizing Queries Course.....	md_dsqd_a07_it_enus
Microsoft SQL Server 2012 – Developing Databases: Managing and Troubleshooting Course.....	md_dsqd_a08_it_enus
Microsoft SQL Server 2014 - Developing Databases: New Features Course.....	md_dsqd_a09_it_enus

### ■ Microsoft SQL Server 2012: Implementing a Data Warehouse

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Design and Deployment Course.....	md_dwsq_a01_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Create Basic Packages Course.....	md_dwsq_a02_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: ETL Solutions Course.....	md_dwsq_a03_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Enhancing Packages Course.....	md_dwsq_a04_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Custom Components Course.....	md_dwsq_a05_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Installing SSIS Course.....	md_dwsq_a06_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Troubleshooting Course.....	md_dwsq_a07_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: DQS and MDS Solutions Course.....	md_dwsq_a08_it_enus

## ENTERPRISE DATABASE SYSTEMS

### MICROSOFT SQL SERVER 2008

### ■ Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

Implementing SQL Server 2008 Integration Services Course.....	md_mqbm_a01_it_enus
Configuring SQL Server 2008 Integration Services Packages Course.....	md_mqbm_a02_it_enus
Deploying SQL Server 2008 Integration Services Packages Course.....	md_mqbm_a03_it_enus
Implementing SQL Server 2008 Reporting Services Solutions Course.....	md_mqbm_a04_it_enus
Deploying and Delivering SQL Server 2008 Reporting Services Reports Course.....	md_mqbm_a05_it_enus
Maintaining SQL Server 2008 Reporting Services Course.....	md_mqbm_a06_it_enus
Implementing SQL Server 2008 Analysis Services Solutions Course.....	md_mqbm_a07_it_enus
Querying Cubes and Working with Data Mining in SSAS Course.....	md_mqbm_a08_it_enus
Managing SQL Server 2008 Analysis Services Solutions Course.....	md_mqbm_a09_it_enus
Managing SSIS Packages in SQL Server 2008 Course.....	md_mqbm_a10_it_enus

### ■ Microsoft SQL Server 2008 R2: Implementation and Maintenance

SQL Server 2008 R2: Installation Course.....	md_mcir_a01_it_enus
SQL Server 2008 R2: Instance and Database Configuration Course.....	md_mcir_a02_it_enus
SQL Server 2008 R2: Security Management Course.....	md_mcir_a03_it_enus
SQL Server 2008 R2: Database Management Course.....	md_mcir_a04_it_enus
SQL Server 2008 R2: Data Management Course.....	md_mcir_a05_it_enus
SQL Server 2008 R2: Database Monitoring and Performance Course.....	md_mcir_a06_it_enus
SQL Server 2008 R2: Backups, Restores, and Database Snapshots Course.....	md_mcir_a07_it_enus
SQL Server 2008 R2: High Availability Course.....	md_mcir_a08_it_enus

## IT SKILLS COURSEWARE

### ■ Microsoft SQL Server 2008 R2: Database Development

SQL Server 2008 R2: Creating and Implementing Database Objects	
Course.....	md_msdr_a01_it_enus
SQL Server 2008 R2: Creating and Altering Partitions	
Course.....	md_msdr_a02_it_enus
SQL Server 2008 R2: Running Queries and Manipulating Data	
Course.....	md_msdr_a03_it_enus
SQL Server 2008 R2: Performing Advanced Query Techniques	
Course.....	md_msdr_a04_it_enus
SQL Server 2008 R2: Implementing Programming Objects	
Course.....	md_msdr_a05_it_enus
SQL Server 2008 R2: Querying and Managing XML Data	
Course.....	md_msdr_a06_it_enus
SQL Server 2008 R2: Messaging, Full-Text Search, Scripts, and Track Changes	
Course.....	md_msdr_a07_it_enus
SQL Server 2008 R2: Gathering Performance Data	
Course.....	md_msdr_a08_it_enus

## ENTERPRISE DATABASE SYSTEMS

### SQL

### ■ Introduction to SQL

Introduction to SQL	
Course.....	df_sqli_a01_it_enus
Introduction to SQL: Managing Table Design	
Course.....	df_sqli_a02_it_enus
Introduction to SQL: Multiple Tables and Advanced Queries	
Course.....	df_sqli_a03_it_enus
Introduction to SQL: Views, Transactions, and SQL Security Architecture	
Course.....	df_sqli_a04_it_enus

## ENTERPRISE DATABASE SYSTEMS

### MySQL

### ■ MySQL Essentials

MySQL: Database Concepts, Design, and Installation	
Course.....	df_mysq_a01_it_enus

MySQL: Using the Data Manipulation and Definition Statements	
Course.....	df_mysq_a03_it_enus
MySQL: Querying Data Using the SELECT Statement	
Course.....	df_mysq_a02_it_enus
MySQL: Storage Engines, Advanced Indexing, and Maintenance	
Course.....	df_mysq_a06_it_enus
MySQL: General Syntax, Advanced Queries, and Stored Programs	
Course.....	df_mysq_a04_it_enus
MySQL: Advanced Routines, Optimization, and DCL	
Course.....	df_mysq_a05_it_enus
MySQL: Administration, Transactions, Optimization, Scaling, Backup, and Recovery	
Course.....	df_mysq_a07_it_enus
MySQL: Performance Monitoring, Database Health and Integrity, and Security	
Course.....	df_mysq_a08_it_enus

## ENTERPRISE DATABASE SYSTEMS

### BIG DATA

### ■ Big Data Fundamentals

The Big Data Technology Wave	
Course.....	df_bgdt_a01_it_enus
Big Data Opportunities and Challenges	
Course.....	df_bgdt_a02_it_enus

### ■ Apache Spark Fundamentals

Programming and Deploying Apache Spark Applications	
Course.....	df_apsf_a01_it_enus

### ■ Apache Hadoop and MapReduce Essentials

MapReduce Essentials	
Course.....	df_ahmr_a02_it_enus
Apache Hadoop	
Course.....	df_ahmr_a01_it_enus

### ■ Hadoop Ecosystem

Ecosystem for Hadoop	
Course.....	df_ahec_a01_it_enus
Installation of Hadoop	
Course.....	df_ahec_a02_it_enus
Data Repository with HDFS and HBase	
Course.....	df_ahec_a03_it_enus

## IT SKILLS COURSEWARE

Data Repository with Flume Course.....	df_ahec_a04_it_enus
Data Repository with Sqoop Course.....	df_ahec_a05_it_enus
Data Refinery with YARN and MapReduce Course.....	df_ahec_a06_it_enus
Data Factory with Hive Course.....	df_ahec_a07_it_enus
Data Factory with Pig Course.....	df_ahec_a08_it_enus
Data Factory with Oozie and Hue Course.....	df_ahec_a09_it_enus
Data Flow for the Hadoop Ecosystem Course.....	df_ahec_a10_it_enus

### **Hadoop Operations**

Designing Hadoop Clusters Course.....	df_ahop_a01_it_enus
Hadoop in the Cloud Course.....	df_ahop_a02_it_enus
Deploying Hadoop Clusters Course.....	df_ahop_a03_it_enus
Hadoop Cluster Availability Course.....	df_ahop_a04_it_enus
Securing Hadoop Clusters Course.....	df_ahop_a05_it_enus
Operating Hadoop Clusters Course.....	df_ahop_a06_it_enus
Stabilizing Hadoop Clusters Course.....	df_ahop_a07_it_enus
Capacity Management for Hadoop Clusters Course.....	df_ahop_a08_it_enus
Cloudera Manager and Hadoop Clusters Course.....	df_ahop_a10_it_enus
Performance Tuning of Hadoop Clusters Course.....	df_ahop_a09_it_enus

### **Big Data - The Corporate Leadership Perspective**

Big Data Corporate Leadership Perspective Course.....	df_bgcp_a01_it_enus
--	---------------------

### **Big Data - The Engineering Perspective**

Big Data Engineering Perspectives Course.....	df_bgep_a01_it_enus
--	---------------------

### **Big Data - The Legal Perspective**

Big Data - The Legal Perspective Course.....	df_bglp_a01_it_enus
---	---------------------

### **Big Data - The Marketing Perspective**

Big Data Marketing Perspective Course.....	df_bgmp_a01_it_enus
---	---------------------

### **Big Data - The Strategic Planning Perspective**

Big Data Strategic Planning Course.....	df_bgpp_a01_it_enus
--	---------------------

### **Big Data - The Sales Perspective**

Big Data Sales Perspective Course.....	df_bgsp_a01_it_enus
---	---------------------

### **Apache Spark Advanced Topics**

Spark Core Course.....	df_apsa_a01_it_enus
Spark Streaming Course.....	df_apsa_a02_it_enus
MLlib, GraphX, and R Course.....	df_apsa_a03_it_enus

### **Apache Kafka**

Apache Kafka Operations Course.....	df_apka_a01_it_enus
Apache Kafka Development Course.....	df_apka_a02_it_enus

## **ENTERPRISE DATABASE SYSTEMS**

### **BUSINESS INTELLIGENCE**

#### **Microsoft SQL Server Data Warehousing and Business Intelligence Introduction**

Microsoft SQL Server Data Warehousing and Business Intelligence Overview Course.....	md_dwb1_a01_it_enus
---	---------------------

#### **Business Intelligence with QlikView**

Business Intelligence with QlikView Course.....	df_biwq_a01_it_enus
--	---------------------

## **ENTERPRISE DATABASE SYSTEMS**

### **DATA SCIENCE**

## IT SKILLS COURSEWARE

### ■ Data Science Fundamentals in R

Fundamental Methods for Data Science in R	
Course.....	df_dsfld_a01_it_enus
Machine Learning Examples for Data Science in R	
Course.....	df_dsfld_a02_it_enus

## ENTERPRISE DATABASE SYSTEMS

### NO SQL

#### ■ MongoDB

MongoDB: Indexing, Replication, and Security	
Course.....	df_mgdb_a02_it_enus
MongoDB: Concepts, Installation, and Querying	
Course.....	df_mgdb_a01_it_enus

#### ■ NoSQL

In Depth with NoSQL	
Course.....	df_nsqa_a04_it_enus
Programming with NoSQL	
Course.....	df_nsqa_a03_it_enus
NoSQL Concepts and Background	
Course.....	df_nsqa_a01_it_enus
NoSQL Models and Applications	
Course.....	df_nsqa_a02_it_enus

#### ■ RavenDB Fundamentals

RavenDB Overview	
Course.....	df_rvdb_a01_it_enus
RavenDB Integration	
Course.....	df_rvdb_a02_it_enus

#### ■ Apache Cassandra

An Overview of Apache Cassandra	
Course.....	df_cass_a01_it_enus

#### ■ Apache HBase Fundamentals

Apache HBase Fundamentals: Installation, Architecture, and Data Modeling	
Course.....	df_hbas_a01_it_enus
Apache HBase Fundamentals: Access Data through the Shell and Client API	
Course.....	df_hbas_a02_it_enus
Apache HBase Fundamentals: Advanced API, Administration, and MapReduce	
Course.....	df_hbas_a03_it_enus

## ENTERPRISE DATABASE SYSTEMS

### DATA VISUALIZATION

#### ■ Data Visualization with Tableau

Tableau Charts, Maps, and Dashboards	
Course.....	df_tabf_a02_it_enus
Tableau Visualization	
Course.....	df_tabf_a01_it_enus

#### ■ Data Visualization Essentials

Data Visualization: Essentials	
Course.....	df_fodv_a01_it_enus

## ENTERPRISE DATABASE SYSTEMS

### DATABASE FUNDAMENTALS

#### ■ Database Fundamentals

SQL Server Database Fundamentals: Design Principles and Data Manipulation	
Course.....	df_dbfu_a01_it_enus
SQL Server Database Fundamentals: Creating, Optimizing, and Securing Databases	
Course.....	df_dbfu_a02_it_enus

## ENTERPRISE DATABASE SYSTEMS

### OPERATIONAL INTELLIGENCE

#### ■ Operational Intelligence Fundamentals with Splunk

Using Your Data with Splunk	
Course.....	df_oifs_a02_it_enus
Splunk Administration	
Course.....	df_oifs_a03_it_enus
Splunk Visualizations and Dashboards	
Course.....	df_oifs_a04_it_enus
Indexers, Clusters, and Advanced Search	
Course.....	df_oifs_a05_it_enus
Splunk Fundamentals	
Course.....	df_oifs_a01_it_enus

## ENTERPRISE DATABASE SYSTEMS

# IT SKILLS COURSEWARE

## MENTORING ASSETS

### Mentoring Assets

Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases	
Mentoring Assets.....	mnt70462
Mentoring 98-364 Database Fundamentals	
Mentoring Assets.....	mnt98364

## ENTERPRISE DATABASE SYSTEMS

### TEST PREPS

#### Test Preps

TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators	
Testprep Exams .....	TP1Z0050_ENG
TestPrep 1Z0-052 Oracle Database 11g: Administration I	
Testprep Exams .....	od_oaws_a01_tp_enus
TestPrep 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance	
Testprep Exams .....	md_mcim_a01_tp_enus
TestPrep 70-433 TS: Microsoft SQL Server 2008, Database Development	
Testprep Exams .....	md_msdd_a01_tp_enus
TestPrep 1Z0-053 Oracle Database 11g: Administration II	
Testprep Exams .....	od_oawt_a01_tp_enus
TestPrep 70-462 Administering Microsoft SQL Server 2012/2014 Databases	
Testprep Exams .....	md_msdb_a01_tp_enus
TestPrep 70-461 Querying Microsoft SQL Server 2012/2014	
Testprep Exams .....	md_mssql_a01_tp_enus
TestPrep 70-463 Implementing a Data Warehouse with SQL Server 2012/2014	
Testprep Exams .....	md_dwsq_a01_tp_enus
TestPrep 70-464 Developing Microsoft SQL Server Databases	
Testprep Exams .....	md_dsqd_a01_tp_enus
TestPrep 1Z0-060 Upgrade to Oracle Database 12c	
Testprep Exams .....	od_nfad_a01_tp_enus
TestPrep 70-413 Designing and Implementing a Server Infrastructure	
Testprep Exams .....	ws_imin_a01_tp_enus
TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration	
Testprep Exams .....	od_inup_a01_tp_enus
TestPrep 1Z0-047 Oracle Database SQL Expert	
Testprep Exams .....	od_odse_a01_tp_enus

TestPrep 1Z0-061 Oracle Database 12c: SQL Fundamentals	
Testprep Exams .....	od_insq_a01_tp_enus

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### SAP

#### Overview of SAP for Project Teams

Overview of SAP Solutions	
Course.....	sa_ospt_a01_it_enus
Financial Accounting with SAP	
Course.....	sa_ospt_a02_it_enus
SAP Logistics Modules	
Course.....	sa_ospt_a03_it_enus
SAP ERP Architecture	
Course.....	sa_ospt_a04_it_enus
SAP Administration	
Course.....	sa_ospt_a05_it_enus
SAP Project Planning and Implementation	
Course.....	sa_ospt_a06_it_enus
SAP NetWeaver Platform	
Course.....	sa_ospt_a07_it_enus

#### SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)	
Course.....	sa_bseu_a01_dt_enus
SAP Customer Relationship Management (CRM)	
Course.....	sa_bseu_a02_dt_enus
SAP Product Lifecycle Management	
Course.....	sa_bseu_a03_dt_enus
SAP Supply Chain Management	
Course.....	sa_bseu_a04_dt_enus
SAP Supplier Relationship Management	
Course.....	sa_bseu_a05_dt_enus

#### SAP Business One for End Users

SAP Business One - Introduction for End Users	
Course.....	sa_boeu_a01_dt_enus

#### SAP Business Objects Business Intelligence

SAP BusinessObjects: Overview	
Course.....	sa_bobi_a01_dt_enus
SAP BusinessObjects: Crystal Reports	
Course.....	sa_bobi_a02_dt_enus
SAP BusinessObjects: Web Intelligence	
Course.....	sa_bobi_a03_dt_enus

## IT SKILLS COURSEWARE

SAP BusinessObjects: Dashboards and Analytics Course.....	sa_bobi_a04_dt_enus
SAP BusinessObjects: InfoView Course.....	sa_bobi_a05_dt_enus
SAP BusinessObjects: Business Intelligence Course.....	sa_bobi_a06_dt_enus

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### MICROSOFT DYNAMICS

#### ■ Microsoft Dynamics CRM 2013: Applications

Application Skills in Microsoft Dynamics CRM 2013 Course.....	er_dcrm_a01_it_enus
Sales Automation in Microsoft Dynamics CRM 2013 Course.....	er_dcrm_a02_it_enus
Marketing Automation in Microsoft Dynamics CRM 2013 Course.....	er_dcrm_a03_it_enus
Customer Service Automation in Microsoft Dynamics CRM 2013 Course.....	er_dcrm_a04_it_enus

#### ■ Microsoft Dynamics CRM 2013: Customization and Configuration

Microsoft Dynamics CRM 2013 - Customization and Configuration: Introduction Course.....	er_dcrc_a01_it_enus
Microsoft Dynamics CRM 2013 - Customization and Configuration: Entities Course.....	er_dcrc_a02_it_enus
Microsoft Dynamics CRM 2013 - Customization and Configuration: Relationships Course.....	er_dcrc_a03_it_enus

#### ■ Business Intelligence with Microsoft Dynamics CRM 2013

Microsoft Dynamics CRM 2013: Forms, Marketing, Contacts, and Processes Course.....	er_dcrb_a01_it_enus
--	---------------------

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### TOGAF

#### ■ TOGAF 9.1 Fundamentals

TOGAF Fundamentals - Enterprise Architecture Basics Course.....	er_tgaf_a01_it_enus
---	---------------------

TOGAF Fundamentals - Content Framework and Capability Basics Course.....	er_tgaf_a02_it_enus
--	---------------------

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### SALESFORCE

#### ■ Creating Employee Apps with Force.com

Creating Apps Course.....	er_ceaf_a01_it_enus
Reporting and User Management Course.....	er_ceaf_a02_it_enus

#### ■ Developing Applications in Force.com

Intermediate Programming in Force.com Course.....	er_bfuv_a02_it_enus
Basic Programming in Force.com Course.....	er_bfuv_a01_it_enus

## WEB DESIGN SOLUTION AREA

### ADOBE

#### ■ Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers Course.....	at_airr_a01_it_enus
--	---------------------

#### ■ Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals Course.....	at_idct_a01_it_enus
--	---------------------

#### ■ Adobe Reader X

Adobe Reader X Course.....	at_adre_a01_dt_enus
----------------------------	---------------------

#### ■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals Course.....	at_cfus_a01_it_enus
--	---------------------

#### ■ Using Adobe Typekit

Getting Started with Typekit Course.....	at_usty_a01_it_enus
Using Typekit Fonts on Web Sites Course.....	at_usty_a02_it_enus

## IT SKILLS COURSEWARE

### ■ Adobe Edge Animate CC

Adobe Edge Animate CC: Exploring the Interface  
Course ..... at\_adea\_a01\_it\_enus

### ■ Adobe Captivate 8 Fundamentals

Adobe Captivate 8: Media and Interactivity  
Course ..... at\_adca\_a02\_dt\_enus  
Adobe Captivate 8: Getting Started  
Course ..... at\_adca\_a01\_dt\_enus

### ■ Adobe Dreamweaver CC 2015

Adobe Dreamweaver CC 2015 Fundamentals  
Course ..... at\_adcc\_a01\_dt\_enus  
Basic Coding with Adobe Dreamweaver CC 2015  
Course ..... at\_adcc\_a02\_dt\_enus  
The Adobe Dreamweaver CC 2015 Interface  
Course ..... at\_adcc\_a03\_dt\_enus  
Adobe Dreamweaver CC 2015 Browsers and HTML  
Course ..... at\_adcc\_a04\_dt\_enus  
Adobe Dreamweaver CC 2015 Web Design  
Course ..... at\_adcc\_a05\_dt\_enus

### ■ Adobe Flash Professional CC 2015

Adobe Flash Professional CC 2015 Fundamentals  
Course ..... at\_afpc\_a01\_dt\_enus  
Drawing with Adobe Flash Professional CC 2015  
Course ..... at\_afpc\_a02\_dt\_enus  
Adobe Flash Professional CC 2015 Tools  
Course ..... at\_afpc\_a03\_dt\_enus  
Adobe Flash Professional CC 2015 Animations  
Course ..... at\_afpc\_a04\_dt\_enus  
Adobe Flash Professional CC 2015 Programming  
Course ..... at\_afpc\_a05\_dt\_enus

### ■ Adobe Illustrator CC 2015

Adobe Illustrator CC 2015 Introduction and New  
Features  
Course ..... at\_aicc\_a01\_dt\_enus  
Adobe Illustrator CC 2015 Fundamentals  
Course ..... at\_aicc\_a02\_dt\_enus  
Drawing in Adobe Illustrator CC 2015  
Course ..... at\_aicc\_a03\_dt\_enus  
Working with Text in Adobe Illustrator CC 2015  
Course ..... at\_aicc\_a04\_dt\_enus  
Adobe Illustrator CC 2015 Tools  
Course ..... at\_aicc\_a05\_dt\_enus  
Adobe Illustrator CC 2015 Working with the Pen Tools  
and Objects  
Course ..... at\_aicc\_a06\_dt\_enus

Adobe Illustrator CC 2015 Gradients and Bitmap Images  
Course ..... at\_aicc\_a07\_dt\_enus  
Adobe Illustrator CC 2015 Advanced Tools and Effects  
Course ..... at\_aicc\_a08\_dt\_enus

### ■ Adobe InDesign CC 2015

Adobe InDesign CC 2015 Fundamentals  
Course ..... at\_aind\_a01\_dt\_enus  
Adobe InDesign CC 2015 Basic Navigation and Tools  
Course ..... at\_aind\_a02\_dt\_enus  
Working with Images and Exporting Files in Adobe  
InDesign CC 2015  
Course ..... at\_aind\_a03\_dt\_enus  
Working with Objects and Editing Tools in Adobe  
InDesign CC 2015  
Course ..... at\_aind\_a04\_dt\_enus  
Working with Text in Adobe InDesign CC 2015  
Course ..... at\_aind\_a05\_dt\_enus  
Working with Pages in Adobe InDesign CC 2015  
Course ..... at\_aind\_a06\_dt\_enus

### ■ Adobe Premiere Elements 13

Adobe Premiere Elements 13 Essentials  
Course ..... at\_prth\_a01\_dt\_enus

### ■ Adobe Premiere Pro CC 2015

Adobe Premiere Pro CC 2015 Fundamentals  
Course ..... at\_prpc\_a01\_dt\_enus  
Adobe Premiere Pro CC 2015 Panels and Effects  
Course ..... at\_prpc\_a02\_dt\_enus  
Adobe Premiere Pro CC 2015 Movies and Application  
Extensibility  
Course ..... at\_prpc\_a03\_dt\_enus

## WEB DESIGN SOLUTION AREA

### SCRIPTING AND WEB LANGUAGES

#### ■ JavaScript - JsRender

JsRender Fundamentals  
Course ..... sl\_jsrd\_a01\_it\_enus  
Advanced JsRender Features  
Course ..... sl\_jsrd\_a02\_it\_enus

#### ■ JavaScript Single Page Apps

JavaScript SPA: Getting Started with SPA in Visual Studio  
2013  
Course ..... sl\_jssp\_a01\_it\_enus

# IT SKILLS COURSEWARE

JavaScript SPA: SPA Views and Routes Course.....	sl_jssp_a02_it_enus
JavaScript SPA: Durandal Modules and Lifecycle events Course.....	sl_jssp_a03_it_enus
JavaScript SPA: Adding Views and Handling View Navigation in Durandal Course.....	sl_jssp_a04_it_enus
JavaScript SPA: Connecting to and Managing Data Course.....	sl_jssp_a05_it_enus
JavaScript SPA: Working with Rich Application Data Course.....	sl_jssp_a06_it_enus
JavaScript SPA: Managing Application Data Course.....	sl_jssp_a07_it_enus
JavaScript SPA: Working With Validation Course.....	sl_jssp_a08_it_enus

## ■ CSS3, Sass and Less

Navigation Elements and Animations with CSS3 Course.....	wd_cssh_a03_it_enus
Forms, Positioning, and Layout with CSS3 Course.....	wd_cssh_a04_it_enus
Creating Styles with CSS3 and Styling Text Course.....	wd_cssh_a01_it_enus
Styling Page Elements using CSS3 Course.....	wd_cssh_a02_it_enus
Extending CSS3 with Sass and Less Course.....	wd_cssh_a06_it_enus
Advanced Options, Responsive Web Design, and Management with CSS3 Course.....	wd_cssh_a05_it_enus

## ■ Building Apps with jQuery Mobile

jQuery Mobile – Forms, Lists, Sets and Tables Course.....	sl_jqry_a02_it_enus
Optimizing jQuery Mobile Apps Course.....	sl_jqry_a03_it_enus
Integrating jQuery Mobile with PhoneGap Course.....	sl_jqry_a04_it_enus
jQuery Mobile – App Basics, UI Controls and Navigation Course.....	sl_jqry_a01_it_enus

## ■ JavaScript Essentials

JavaScript Essentials: Getting Started Course.....	sl_jsce_a01_it_enus
JavaScript Essentials: Working with Page Elements Course.....	sl_jsce_a07_it_enus
JavaScript Essentials: Language Features Course.....	sl_jsce_a02_it_enus
JavaScript Essentials: JavaScript In Depth Course.....	sl_jsce_a03_it_enus
JavaScript Essentials: Dynamic JavaScript Code Course.....	sl_jsce_a09_it_enus
JavaScript Essentials: Dynamic Content and HTML5 Course.....	sl_jsce_a08_it_enus
JavaScript Essentials: Basic Browser Interaction Course.....	sl_jsce_a04_it_enus
JavaScript Essentials: Input and the Mouse Course.....	sl_jsce_a10_it_enus
JavaScript Essentials: Date and Math Functions Course.....	sl_jsce_a05_it_enus
JavaScript Essentials: Working with Strings Course.....	sl_jsce_a06_it_enus

## ■ Angular JS

Working with Directives in AngularJS Course.....	sl_anjs_a02_it_enus
Getting Started with AngularJS Course.....	sl_anjs_a01_it_enus
Services in AngularJS Course.....	sl_anjs_a03_it_enus
Testing in AngularJS Course.....	sl_anjs_a04_it_enus
AngularJS Controllers and Directives Course.....	sl_anjs_a05_it_enus

## ■ Developing with Kendo UI

Kendo UI: Installation and Overview Course.....	sl_kndo_a01_it_enus
Kendo UI: HTML Helpers for ASP.NET MVC Course.....	sl_kndo_a02_it_enus
Kendo UI: Mobile API Course.....	sl_kndo_a03_it_enus

## ■ JavaScript - Ember.js

JavaScript - Ember.js Fundamentals Course.....	sl_jsem_a01_it_enus
---	---------------------

## ■ JavaScript - Knockout

Advanced Knockout Techniques Course.....	sl_jsko_a04_it_enus
Configuring Forms with Knockout Course.....	sl_jsko_a02_it_enus
Knockout Fundamentals Course.....	sl_jsko_a01_it_enus
Working with Knockout Course.....	sl_jsko_a03_it_enus

# IT SKILLS COURSEWARE

## ■ Introduction to Bootstrap

Bootstrap Elements	
Course.....	sl_btsp_a02_it_enus
Bootstrap Introduction	
Course.....	sl_btsp_a01_it_enus

## ■ jQuery

jQuery: Basic Setup and Features	
Course.....	sl_qqry_a01_it_enus
jQuery: Using Essential Features and Functions	
Course.....	sl_qqry_a02_it_enus
jQuery: Advanced Features and Functions	
Course.....	sl_qqry_a03_it_enus

## ■ JavaScript Sencha

JavaScript Sencha: Ext JS	
Course.....	sl_snch_a01_it_enus
JavaScript Sencha: Sencha Touch	
Course.....	sl_snch_a02_it_enus

## ■ TypeScript Essentials

TypeScript Essentials: Advanced TypeScript	
Course.....	sl_tpsc_a02_it_enus
TypeScript Essentials: Getting Started	
Course.....	sl_tpsc_a01_it_enus

## ■ Underscore.js

Underscore.js: Array, Object, and Utility Functions	
Course.....	sl_unjs_a02_it_enus
Underscore.js: Collection Functions and Function Functions	
Course.....	sl_unjs_a01_it_enus

## ■ Javascript: Backbone.js

Getting Started with Backbone.js	
Course.....	sl_bkbn_a01_it_enus
Complex Application Development with Backbone.js	
Course.....	sl_bkbn_a02_it_enus

## ■ Building Web Applications with Node.js

Node.js Fundamentals	
Course.....	sl_jsnd_a01_it_enus
Node.js: Files, Data Stores, Networked, and WebSocket Applications	
Course.....	sl_jsnd_a02_it_enus
Node.js: Express Applications and the MEAN Stack	
Course.....	sl_jsnd_a03_it_enus

Optimizing and Securing Node.js Applications Course.....	sl_jsnd_a04_it_enus
Node.js: Debugging, Testing, Deploying, and Maintaining Node Applications Course.....	sl_jsnd_a05_it_enus

## ■ Application Development with Node.js and the .NET Framework

Working with Node.js and .NET Course.....	sl_adnj_a01_it_enus
Edge.js, Node.js, and ASP.NET MVC Course.....	sl_adnj_a02_it_enus
Azure, Node.js, and SQL Server Course.....	sl_adnj_a03_it_enus

## ■ Advanced AngularJS

AngularUI Utilities and Modules Course.....	sl_anjt_a05_it_enus
AngularJS Security Considerations Course.....	sl_anjt_a02_it_enus
AngularJS and TypeScript Course.....	sl_anjt_a03_it_enus
AngularUI Companion Frameworks Course.....	sl_anjt_a04_it_enus
Working with Data in AngularJS Course.....	sl_anjt_a01_it_enus

## ■ AngularJS and ASP.NET 5 MVC 6

AngularJS and ASP.NET 5 MVC 6: Data Persistence, Validation, and Security Course.....	wd_amwa_a02_it_enus
AngularJS and ASP.NET 5 MVC 6: Creating an SPA Course.....	wd_amwa_a01_it_enus

## ■ AngularJS Fundamentals

Controllers and Directives Course.....	wd_anglo_a03_it_enus
Services and Routing Course.....	wd_anglo_a04_it_enus
Testing AngularJS Course.....	wd_anglo_a05_it_enus
Animation and Internationalization Course.....	wd_anglo_a06_it_enus
Beginning AngularJS Course.....	wd_anglo_a01_it_enus
Introduction to Directives Course.....	wd_anglo_a02_it_enus

## IT SKILLS COURSEWARE

### ■ Building Apps with MEAN Stack

Developing and Deploying Web Applications with MEAN.js	
Course.....	wd_mean_a01_it_enus
Securing, Testing, and Deploying MEAN Applications	
Course.....	wd_mean_a02_it_enus

### ■ Automating Web Development Tasks with Gulp.js

Introducing Gulp.js to Web Development	
Course.....	wd_gulp_a01_it_enus
Web Building and Testing with Gulp.js	
Course.....	wd_gulp_a02_it_enus

## WEB DESIGN SOLUTION AREA

### WEB DEVELOPMENT

#### ■ HTML5

Introduction to HTML5	
Course.....	wd_htme_a01_it_enus
HTML5 Layout	
Course.....	wd_htme_a02_it_enus
HTML5 and CSS3	
Course.....	wd_htme_a05_it_enus
HTML5 Layout with CSS3	
Course.....	wd_htme_a06_it_enus
HTML5 Forms	
Course.....	wd_htme_a03_it_enus
HTML5 APIs and Media	
Course.....	wd_htme_a04_it_enus
HTML5 and Advanced CSS3	
Course.....	wd_htme_a07_it_enus
HTML5 and JavaScript	
Course.....	wd_htme_a08_it_enus
HTML5 Graphics and Canvas	
Course.....	wd_htme_a09_it_enus
Advanced HTML5	
Course.....	wd_htme_a10_it_enus
Advanced Features of JavaScript, CSS3 and HTML5	
Course.....	wd_htme_a11_it_enus

#### ■ JSON Fundamentals

JSON Essentials	
Course.....	wd_jsof_a01_it_enus

### ■ XML Essentials

XML Language Basics	
Course.....	wd_xmle_a01_it_enus
Manipulating XML with the XML DOM and Ajax	
Course.....	wd_xmle_a02_it_enus
XML Transformation Using XSLT and XSL-FO	
Course.....	wd_xmle_a03_it_enus
Querying XML Data with XPath and XQuery	
Course.....	wd_xmle_a04_it_enus
Web Services and XML	
Course.....	wd_xmle_a05_it_enus

## WEB DESIGN SOLUTION AREA

### WEB SERVICES

#### ■ Apache Web Services

Fundamentals of Apache Web Services	
Course.....	sd_apch_a01_it_enus
Apache Web Services Advanced	
Course.....	sd_apch_a02_it_enus

#### ■ REST API

REST API: Exploring the Basic Features	
Course.....	wd_rest_a01_it_enus
REST API: Exploring the Advanced Features	
Course.....	wd_rest_a02_it_enus

## WEB DESIGN SOLUTION AREA

### WEB DESIGN

#### ■ Responsive Web Design

Responsive Web Design: Flexible Grids, Images, and Media Queries	
Course.....	wd_rwds_a01_it_enus
Responsive Web Design: Flexible Data and UIs, Devices, Process and Performance	
Course.....	wd_rwds_a02_it_enus

#### ■ Web Design Essentials

Web Design Basics	
Course.....	wd_wdes_a01_it_enus
Web Design Enhancements	
Course.....	wd_wdes_a02_it_enus

## IT SKILLS COURSEWARE

### Using Justinmind

Introduction to Justinmind	
Course.....	wd_usju_a01_it_enus
The Justinmind Desktop Application Interface Course.....	wd_usju_a02_it_enus
Creating and Simulating a Working Prototype Course.....	wd_usju_a03_it_enus

## WEB DESIGN SOLUTION AREA

### WEB APPLICATION FRAMEWORKS

#### Creating Web Applications with Sinatra

Sinatra Fundamentals	
Course.....	wd_cwas_a01_it_enus
Working with Sinatra	
Course.....	wd_cwas_a02_it_enus

#### Building Dynamic Web Sites with LAMP Stack

Creating a LAMP Stack	
Course.....	wd_lamp_a01_it_enus
Building Dynamic Web Sites with MySQL and PHP	
Course.....	wd_lamp_a02_it_enus

## WEB DESIGN SOLUTION AREA

### CONTENT MANAGEMENT SYSTEMS

#### Drupal 8

Drupal 8 First Look	
Course.....	wd_drup_a01_it_enus

#### WordPress

WordPress Introduction and Basic Configuration	
Course.....	wd_wrdp_a01_it_enus
WordPress Networking and Security	
Course.....	wd_wrdp_a02_it_enus
WordPress Advanced Themes and Administration	
Course.....	wd_wrdp_a03_it_enus

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

### IT BUSINESS

#### IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® is a Registered Trade Mark of AXELOS Limited	
ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	
Course.....	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	
Course.....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes	
Course.....	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals	
Course.....	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes	
Course.....	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	
Course.....	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation	
Course.....	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes	
Course.....	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement	
Course.....	ib_itlv_a09_it_enus

#### ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Incident Management	
Course.....	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	
Course.....	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management	
Course.....	ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations	
Course.....	ib_iosb_a14_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions	
Course.....	ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	
Course.....	ib_iosb_a05_it_enus

# IT SKILLS COURSEWARE

ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges Course.....	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management Course.....	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges Course.....	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management Course.....	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk Course.....	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing Course.....	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions Course.....	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities Course.....	ib_iosb_a13_it_enus

## ■ ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture Course.....	ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework Course.....	ib_ovvx_a02_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits Course.....	ib_ovvx_a03_it_enus

## ■ Technical Management Essentials

Transitioning from Technical Professional to Management Course.....	mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management Course.....	mgmt_19_a02_bs_enus
Managing Technical Professionals Course.....	mgmt_19_a03_bs_enus

## ■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) Course.....	cust_06_a01_bs_enus
Support Center Services and Work Environment Course.....	cust_06_a02_bs_enus
Team and Customer Relationships Course.....	cust_06_a03_bs_enus

## ■ Customer Service Representative, Skills

Customer Interactions Course.....	cust_07_a01_bs_enus
Communication Skills Course.....	cust_07_a02_bs_enus
Conflict, Stress, and Time Management Course.....	cust_07_a03_bs_enus

## ■ Customer Service Representative, Process

Customer Service Processes and Procedures Course.....	cust_08_a01_bs_enus
Quality in a Support Center Course.....	cust_08_a02_bs_enus
Support Center Tools, Technologies and Metrics Course.....	cust_08_a03_bs_enus
Dealing with Irrational Customers and Escalating Complaints Course.....	cust_08_a04_bs_enus

## ■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning Course.....	ib_wstp_a01_it_enus
Writing for Technical Professionals: Effective Writing Techniques Course.....	ib_wstp_a02_it_enus

## ■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment Course.....	stgy_06_a01_bs_enus
IT Strategy Essentials: Creating an IT Strategy Plan Course.....	stgy_06_a02_bs_enus
IT Strategy Essentials: Implementing an IT Strategy Course.....	stgy_06_a03_bs_enus
Final Exam: IT Strategy Essentials Final Exams .....	stgy_06_a01_fe_enus

## ■ IT Security for End Users

IT Security for End Users: IT Security Fundamentals Course.....	ds_sfeu_a01_dt_enus
IT Security for End Users: Using Corporate Devices Securely Course.....	ds_sfeu_a02_dt_enus
IT Security for End Users: Secure Corporate Communications and Networking Course.....	ds_sfeu_a03_dt_enus

## IT SKILLS COURSEWARE

# BUSINESS SKILLS FOR THE IT PROFESSIONAL

## TEST PREPS

### Test Preps

TestPrep ITIL Foundation

Testprep Exams ..... ib\_itlv\_a01\_tp\_enus

# BUSINESS SKILLS FOR THE IT PROFESSIONAL

## MENTORING

### Mentoring

Mentoring ITIL Foundation

Mentoring Assets ..... mntitv3f

# PROJECT EFFECTIVENESS

## PROJECT MANAGEMENT CURRICULUM

### Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management

Course ..... proj\_15\_a01\_bs\_enus

Core PMI® Values and Ethical Standards

Course ..... proj\_15\_a02\_bs\_enus

### PRINCE2®: 2009 Foundation

PRINCE2® is a Registered Trade Mark of AXELOS Limited

Overview of Project Management (PRINCE2®: 2009-aligned)

Course ..... ib\_prin\_a01\_it\_enus

Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)

Course ..... ib\_prin\_a02\_it\_enus

Project Quality, Change and Progress (PRINCE2®: 2009-aligned)

Course ..... ib\_prin\_a03\_it\_enus

Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)

Course ..... ib\_prin\_a04\_it\_enus

Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)

Course ..... ib\_prin\_a05\_it\_enus

Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)  
Course ..... ib\_prin\_a06\_it\_enus

### IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management

Course ..... proj\_17\_a01\_bs\_enus

IT Project Management Essentials: Initiating and Planning IT Projects

Course ..... proj\_17\_a02\_bs\_enus

IT Project Management Essentials: Executing IT Projects

Course ..... proj\_17\_a03\_bs\_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects

Course ..... proj\_17\_a04\_bs\_enus

IT Project Management Essentials: Managing Risks in an IT Project

Course ..... proj\_17\_a05\_bs\_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects

Course ..... proj\_17\_a06\_bs\_enus

### Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project

Course ..... proj\_18\_a01\_bs\_enus

Managing Software Project Outsourcing: Developing a Vendor Contract

Course ..... proj\_18\_a02\_bs\_enus

Managing Software Project Outsourcing: Working with the Outsourced Team

Course ..... proj\_18\_a03\_bs\_enus

Managing Software Project Outsourcing: Dealing with Risks

Course ..... proj\_18\_a04\_bs\_enus

### Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)

Course ..... proj\_26\_a01\_bs\_enus

Control Project Communications (PMBOK® Guide Fifth Edition)

Course ..... proj\_26\_a02\_bs\_enus

## IT SKILLS COURSEWARE

### ■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

Project Stakeholder Management (PMBOK® Guide Fifth Edition)	
Course.....	proj_29_a01_bs_enus
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	
Course.....	proj_29_a02_bs_enus

### ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	
Course.....	proj_19_a01_bs_enus
Project Management Overview (PMBOK® Guide Fifth Edition)	
Course.....	proj_19_a02_bs_enus
Project Management Process Groups (PMBOK® Guide Fifth Edition)	
Course.....	proj_19_a03_bs_enus

### ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	
Course.....	proj_20_a01_bs_enus
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	
Course.....	proj_20_a02_bs_enus
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	
Course.....	proj_20_a03_bs_enus
Capturing, Analyzing, and Managing Lessons Learned	
Course.....	proj_20_a04_bs_enus
Strategic Alignment and Benefits Realization	
Course.....	proj_20_a05_bs_enus

### ■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	
Course.....	proj_21_a01_bs_enus
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	
Course.....	proj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	
Course.....	proj_21_a03_bs_enus

### ■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	
Course.....	proj_22_a01_bs_enus
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	
Course.....	proj_22_a02_bs_enus
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	
Course.....	proj_22_a03_bs_enus

### ■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Costs (PMBOK® Guide Fifth Edition)	
Course.....	proj_23_a01_bs_enus
Controlling Project Costs (PMBOK® Guide Fifth Edition)	
Course.....	proj_23_a02_bs_enus

### ■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

Plan Quality Management (PMBOK® Guide Fifth Edition)	
Course.....	proj_24_a01_bs_enus
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	
Course.....	proj_24_a02_bs_enus
Quality Management for Continuous Improvement	
Course.....	proj_24_a03_bs_enus

### ■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Human Resources (PMBOK® Guide Fifth Edition)	
Course.....	proj_25_a01_bs_enus
Managing Project Human Resources (PMBOK® Guide Fifth Edition)	
Course.....	proj_25_a02_bs_enus

### ■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

Risk Management Planning (PMBOK® Guide Fifth Edition)	
Course.....	proj_27_a01_bs_enus
Identifying Project Risks (PMBOK® Guide Fifth Edition)	
Course.....	proj_27_a02_bs_enus
Performing Risk Analysis (PMBOK® Guide Fifth Edition)	
Course.....	proj_27_a03_bs_enus

## IT SKILLS COURSEWARE

Risk Response and Control (PMBOK® Guide Fifth Edition)  
Course ..... proj\_27\_a04\_bs\_enus

Managing Vendor Relationships  
Business Impact Series ..... \_pc\_bi\_pmbi006

Addressing Stakeholder Conflicts  
Business Impact Series ..... \_pc\_bi\_pmbi008

Portfolios, Programs, and Projects: What's the Difference?  
Business Impact Series ..... \_pc\_bi\_pmbi009

Controlling Project Cost  
Business Impact Series ..... \_pc\_bi\_pmbi010

Project Management Essentials  
Challenge Series ..... \_pc\_ch\_lach041

Plan a Bulletproof Project  
Course ..... proj\_30\_a02\_bs\_enus

Get Your Project off the Ground  
Course ..... proj\_30\_a01\_bs\_enus

Lead Your Project Like a Pro  
Course ..... proj\_30\_a03\_bs\_enus

Complete Your Project On-time and On-budget  
Course ..... proj\_30\_a04\_bs\_enus

### ■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)  
Course ..... proj\_28\_a01\_bs\_enus

Managing Procurements (PMBOK® Guide Fifth Edition)  
Course ..... proj\_28\_a02\_bs\_enus

Business Impact Series ..... \_pc\_bi\_pmbi007

Business Impact Series ..... \_pc\_bi\_pmbi008

Business Impact Series ..... \_pc\_bi\_pmbi009

Business Impact Series ..... \_pc\_bi\_pmbi010

Business Impact Series ..... \_pc\_ch\_lach041

Business Impact Series ..... proj\_30\_a02\_bs\_enus

Business Impact Series ..... proj\_30\_a01\_bs\_enus

Business Impact Series ..... proj\_30\_a03\_bs\_enus

Business Impact Series ..... proj\_30\_a04\_bs\_enus

### ■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Core PMI® Values and Ethical Standards  
Course ..... proj\_15\_a02\_bs\_enus

### ■ PRINCE2®: Practitioner

PRINCE2® Practitioner Exam Information  
Course ..... prin\_prac\_a01\_bs\_enus

### ■ Agile Project Management Fundamentals (PMI\_ACP)® aligned

Core PMI® Values and Ethical Standards  
Course ..... proj\_15\_a02\_bs\_enus

Agile Principles, Methodologies, and Mindset  
Course ..... ib\_apmf\_a01\_it\_enus

Agile Planning  
Course ..... ib\_apmf\_a02\_it\_enus

Planning and Monitoring Iterations in Agile Projects  
Course ..... ib\_apmf\_a03\_it\_enus

Engaging Agile Stakeholders and Leading Agile Teams  
Course ..... ib\_apmf\_a04\_it\_enus

Business Impact Series ..... \_pc\_ch\_lach041

Business Impact Series ..... proj\_16\_a01\_bs\_enus

Business Impact Series ..... proj\_16\_a02\_bs\_enus

### ■ Project Management for Everyone

Managing Projects with No Direct Authority  
Business Impact Series ..... \_pc\_bi\_pmbi001

Mentoring PRINCE2: Foundation  
Mentoring Assets ..... mntprince2f

Ensuring Management Buy-in on a Project  
Business Impact Series ..... \_pc\_bi\_pmbi002

Mentoring Project Management Professional (PMP)  
PMBOK Guide 5th Edition Aligned  
Mentoring Assets ..... mntpmp5ed

Managing Conflict in Project Teams  
Business Impact Series ..... \_pc\_bi\_pmbi003

Mentoring Certified Associate in Project Management  
(CAPM) PMBOK Guide 5th Ed.  
Mentoring Assets ..... mntcapm5ed

Managing Scope on a Project  
Business Impact Series ..... \_pc\_bi\_pmbi004

Mentoring PRINCE2: Practitioner  
Mentoring Assets ..... mntprince2p

Weighing the Costs of Project Change  
Business Impact Series ..... \_pc\_bi\_pmbi005

TestPrep PRINCE2®: Foundation  
Testprep Exams ..... ib\_prin\_a01\_tp\_enus

Anticipating and Solving Problems as a Project Champion  
Business Impact Series ..... \_pc\_bi\_pmbi007

TestPrep Certified Associate in Project Management  
(CAPM) PMBOK Guide 5th Ed.  
Testprep Exams ..... pm\_capm\_a02\_tp\_enus

TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)  
Testprep Exams ..... pm\_proj\_a05\_tp\_enus

TestPrep PRINCE2®: Practitioner  
Testprep Exams ..... prin\_prac\_a01\_tp\_enus

### ■ Mentoring Assets

Mentoring PRINCE2: Foundation  
Mentoring Assets ..... mntprince2f

Mentoring Project Management Professional (PMP)  
PMBOK Guide 5th Edition Aligned  
Mentoring Assets ..... mntpmp5ed

Mentoring Certified Associate in Project Management  
(CAPM) PMBOK Guide 5th Ed.  
Mentoring Assets ..... mntcapm5ed

Mentoring PRINCE2: Practitioner  
Mentoring Assets ..... mntprince2p

### ■ Test Preps

TestPrep PRINCE2®: Foundation  
Testprep Exams ..... ib\_prin\_a01\_tp\_enus

TestPrep Certified Associate in Project Management  
(CAPM) PMBOK Guide 5th Ed.  
Testprep Exams ..... pm\_capm\_a02\_tp\_enus

TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)  
Testprep Exams ..... pm\_proj\_a05\_tp\_enus

TestPrep PRINCE2®: Practitioner  
Testprep Exams ..... prin\_prac\_a01\_tp\_enus

# IT SKILLS COURSEWARE

## PROJECT EFFECTIVENESS

### TEAM BUILDING CURRICULUM

#### ■ Leading Teams

Managing Communications in a Virtual Team	
Business Impact Series .....	_pc_bi_mgb001
Building Trust Incrementally	
Business Impact Series .....	_pc_bi_lsbi004
Inspiring Your Team	
Business Impact Series .....	_pc_bi_lsbi010
Support Your Leader	
Business Impact Series .....	_pc_bi_pfbi010
Leading Teams: Launching a Successful Team	
Course.....	team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines	
Course.....	team_03_a02_bs_enus
Leading Teams: Developing the Team and Its Culture	
Course.....	team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment	
Course.....	team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration	
Course.....	team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance	
Course.....	team_03_a06_bs_enus
Leading Teams: Dealing with Conflict	
Course.....	team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams	
Course.....	team_03_a08_bs_enus
Choosing the Right Team Culture	
Challenge Series .....	_pc_ch_pfch006
Building and Leading Teams	
Challenge Series .....	_pc_ch_lach023
Meeting Team Performance Challenges	
Challenge Series .....	_pc_ch_pach010

#### ■ Optimizing Your Performance On a Team

Power and Politics in Matrixed Teams	
Challenge Series .....	_pc_ch_mgch002
Being an Effective Team Member	
Course.....	team_02_a01_bs_enus
Establishing Team Goals and Responsibilities	
Course.....	team_02_a02_bs_enus
Elements of a Cohesive Team	
Course.....	team_02_a03_bs_enus
Effective Team Communication	
Course.....	team_02_a04_bs_enus

Using Feedback to Improve Team Performance  
Course.....team\_02\_a05\_bs\_enus

## PROJECT EFFECTIVENESS

### BUSINESS ANALYSIS

#### ■ BABOK® v3: Business Analysis Key Concepts

Business Analysis Planning and Monitoring Course.....	ib_cbap_a02_it_enus
Business Analysis Elicitation and Collaboration Course.....	ib_cbap_a03_it_enus
Introduction to Business Analysis Course.....	ib_cbap_a01_it_enus
Business Analysis and Requirements Life Cycle Management Course.....	ib_cbap_a04_it_enus
Business Analysis and Strategy Analysis Course.....	ib_cbap_a05_it_enus
Business Analysis and RADD: Requirements Definition Course.....	ib_cbap_a06_it_enus
Business Analysis and RADD: Design Definition Course.....	ib_cbap_a07_it_enus
Business Analysis and Solution Evaluation Course.....	ib_cbap_a08_it_enus

#### ■ BABOK® v3: Business Analysis Techniques

Analytical Techniques Used for Business Analysis Course.....	ib_cbcp_a01_it_enus
Activities and Tools Used for Business Analysis Course.....	ib_cbcp_a02_it_enus
Documentation and Criteria Used for Business Analysis Course.....	ib_cbcp_a03_it_enus

#### ■ BABOK® v3: Business Analysis Competencies

Business Analysis Competencies: Personal Skills Course.....	ib_cbbp_a01_it_enus
Business Analysis Competencies: Professional Effectiveness Course.....	ib_cbbp_a02_it_enus
Business Analysis Perspectives Course.....	ib_cbbp_a03_it_enus

#### ■ Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competencies Course.....	ib_buap_a01_it_enus
--	---------------------

## IT SKILLS COURSEWARE

Introduction to Business Analysis Planning  
Course..... ib\_buap\_a02\_it\_enus

Planning Business Analysis Communication and Monitoring  
Course..... ib\_buap\_a03\_it\_enus

Business Analysis Requirements Elicitation  
Course..... ib\_buap\_a04\_it\_enus

Business Analysis Requirements Management and Communication  
Course..... ib\_buap\_a05\_it\_enus

Business Analysis: Enterprise Analysis  
Course..... ib\_buap\_a06\_it\_enus

Business Analysis: Introduction to Requirements Analysis  
Course..... ib\_buap\_a07\_it\_enus

Business Analysis: Verify and Validate Requirements  
Course..... ib\_buap\_a08\_it\_enus

Business Analysis: Solution Assessment and Validation  
Course..... ib\_buap\_a09\_it\_enus

Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned  
Final Exams ..... ib\_buap\_a01\_fe\_enus

## DESKTOP SKILLS COURSEWARE

### DESKTOP SKILLS COURSEWARE

## DESKTOP COMPUTER SKILLS

### ADOBE

#### ■ Adobe Reader X

Adobe Reader X  
Course ..... at\_adre\_a01\_dt\_enus

#### ■ Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers  
Course ..... at\_airr\_a01\_it\_enus

#### ■ Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals  
Course ..... at\_idct\_a01\_it\_enus

#### ■ Adobe Acrobat Pro XI

Adobe Acrobat Pro XI Fundamentals  
Course ..... at\_adat\_a01\_dt\_enus

#### ■ Adobe Captivate 7

Adobe Captivate 7 Fundamentals  
Course ..... at\_capt\_a01\_dt\_enus  
Adobe Captivate 7 Editing Project Files  
Course ..... at\_capt\_a02\_dt\_enus

#### ■ Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials  
Course ..... at\_dcsc\_a01\_dt\_enus

#### ■ Adobe Flash Professional CC

Adobe Flash Professional CC - Working with ActionScript  
Course ..... at\_fscc\_a02\_dt\_enus  
Adobe Flash Professional CC - Additional Tools and Features  
Course ..... at\_fscc\_a03\_dt\_enus  
Adobe Flash Professional CC - Introduction and Basic Tools  
Course ..... at\_fscc\_a01\_dt\_enus

#### ■ Adobe CC Overview New Features

Adobe CC Overview of New Features  
Course ..... at\_nfcc\_a01\_dt\_enus

#### ■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals  
Course ..... at\_cfus\_a01\_it\_enus

#### ■ Adobe Captivate 8 Fundamentals

Adobe Captivate 8: Media and Interactivity  
Course ..... at\_adca\_a02\_dt\_enus  
Adobe Captivate 8: Getting Started  
Course ..... at\_adca\_a01\_dt\_enus

#### ■ Adobe Acrobat DC

Adobe Acrobat DC Fundamentals  
Course ..... at\_aadc\_a01\_dt\_enus  
Working with Adobe Acrobat DC  
Course ..... at\_aadc\_a02\_dt\_enus

#### ■ Adobe Dreamweaver CC 2015

Adobe Dreamweaver CC 2015 Fundamentals  
Course ..... at\_adcc\_a01\_dt\_enus  
Basic Coding with Adobe Dreamweaver CC 2015  
Course ..... at\_adcc\_a02\_dt\_enus  
The Adobe Dreamweaver CC 2015 Interface  
Course ..... at\_adcc\_a03\_dt\_enus  
Adobe Dreamweaver CC 2015 Browsers and HTML  
Course ..... at\_adcc\_a04\_dt\_enus  
Adobe Dreamweaver CC 2015 Web Design  
Course ..... at\_adcc\_a05\_dt\_enus

#### ■ Adobe Flash Professional CC 2015

Adobe Flash Professional CC 2015 Fundamentals  
Course ..... at\_afpc\_a01\_dt\_enus  
Drawing with Adobe Flash Professional CC 2015  
Course ..... at\_afpc\_a02\_dt\_enus  
Adobe Flash Professional CC 2015 Tools  
Course ..... at\_afpc\_a03\_dt\_enus  
Adobe Flash Professional CC 2015 Animations  
Course ..... at\_afpc\_a04\_dt\_enus  
Adobe Flash Professional CC 2015 Programming  
Course ..... at\_afpc\_a05\_dt\_enus

## DESKTOP SKILLS COURSEWARE

### ■ Adobe Illustrator CC 2015

Adobe Illustrator CC 2015 Introduction and New Features Course.....	at_aicc_a01_dt_enus
Adobe Illustrator CC 2015 Fundamentals Course.....	at_aicc_a02_dt_enus
Drawing in Adobe Illustrator CC 2015 Course.....	at_aicc_a03_dt_enus
Working with Text in Adobe Illustrator CC 2015 Course.....	at_aicc_a04_dt_enus
Adobe Illustrator CC 2015 Tools Course.....	at_aicc_a05_dt_enus
Adobe Illustrator CC 2015 Working with the Pen Tools and Objects Course.....	at_aicc_a06_dt_enus
Adobe Illustrator CC 2015 Gradients and Bitmap Images Course.....	at_aicc_a07_dt_enus
Adobe Illustrator CC 2015 Advanced Tools and Effects Course.....	at_aicc_a08_dt_enus

### ■ Adobe InDesign CC 2015

Adobe InDesign CC 2015 Fundamentals Course.....	at_aind_a01_dt_enus
Adobe InDesign CC 2015 Basic Navigation and Tools Course.....	at_aind_a02_dt_enus
Working with Images and Exporting Files in Adobe InDesign CC 2015 Course.....	at_aind_a03_dt_enus
Working with Objects and Editing Tools in Adobe InDesign CC 2015 Course.....	at_aind_a04_dt_enus
Working with Text in Adobe InDesign CC 2015 Course.....	at_aind_a05_dt_enus
Working with Pages in Adobe InDesign CC 2015 Course.....	at_aind_a06_dt_enus

### ■ Adobe Photoshop CC 2015

Adobe Photoshop CC 2015: File Types and Color Editing Course.....	at_aphc_a02_dt_enus
Adobe Photoshop CC 2015 Basics Course.....	at_aphc_a01_dt_enus
Adobe Photoshop CC 2015 Enhancement Tools and Techniques Course.....	at_aphc_a05_dt_enus
Adobe Photoshop CC 2015 Cloning and Editing Course.....	at_aphc_a06_dt_enus
Adobe Photoshop CC 2015 Paths and Techniques Course.....	at_aphc_a07_dt_enus
Adobe Photoshop CC 2015: Selection Tools and Techniques Course.....	at_aphc_a03_dt_enus

Adobe Photoshop CC 2015: Layers and Type Course.....	at_aphc_a04_dt_enus
--	---------------------

### ■ Adobe Premiere Elements 13

Adobe Premiere Elements 13 Essentials Course.....	at_prth_a01_dt_enus
---	---------------------

### ■ Adobe Premiere Pro CC 2015

Adobe Premiere Pro CC 2015 Fundamentals Course.....	at_prpc_a01_dt_enus
Adobe Premiere Pro CC 2015 Panels and Effects Course.....	at_prpc_a02_dt_enus
Adobe Premiere Pro CC 2015 Movies and Application Extensibility Course.....	at_prpc_a03_dt_enus

### ■ Adobe Edge Animate CC

Adobe Edge Animate CC: Exploring the Interface Course.....	at_adea_a01_it_enus
--	---------------------

## DESKTOP COMPUTER SKILLS

### APPLE MAC OS X

#### ■ Mac OS X Lion for End Users

Getting Started with Mac OS X Lion for End Users Course.....	ao_ameu_a01_it_enus
Getting Organized with Mac OS X Lion Course.....	ao_ameu_a02_it_enus
Using Mac OSX Lion to Interact with the World Course.....	ao_ameu_a03_it_enus
Under the Hood with Mac OS X Lion Course.....	ao_ameu_a04_it_enus

#### ■ Getting Started with Mac OS X Yosemite

Working with Mac OS X Yosemite Course.....	ds_maco_a02_dt_enus
Introducing Mac OS X Yosemite Course.....	ds_maco_a01_dt_enus

#### ■ Mac OS X Yosemite Essentials

Installing Mac OS X Yosemite Course.....	ds_macp_a01_dt_enus
Managing and Configuring Mac OS X Yosemite Course.....	ds_macp_a02_dt_enus

## DESKTOP SKILLS COURSEWARE

Enhancing the User Experience in Mac OS X Yosemite Applications Course.....	ds_macp_a03_dt_enus
Collaborating and Communicating Using Mac OS X Yosemite Course.....	ds_macp_a04_dt_enus

### ■ Mac OS X El Capitan: First Look for End Users

Mac OS X El Capitan First Look Course.....	ds_mosx_a01_dt_enus
--	---------------------

## DESKTOP COMPUTER SKILLS

### APPLE SAFARI X

#### ■ Apple Safari for End Users

Getting Started with Safari Course.....	id_apsa_a01_dt_enus
Up and Running with Safari 5.1 Course.....	id_apsa_a02_dt_enus
Sharing Content and Browsing the Web Privately and Securely using Safari Course.....	id_apsa_a03_dt_enus

## DESKTOP COMPUTER SKILLS

### BEST PRACTICES FOR DESKTOP USERS

#### ■ IT Security for End Users

IT Security for End Users: IT Security Fundamentals Course.....	ds_sfeu_a01_dt_enus
IT Security for End Users: Using Corporate Devices Securely Course.....	ds_sfeu_a02_dt_enus
IT Security for End Users: Secure Corporate Communications and Networking Course.....	ds_sfeu_a03_dt_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2016

#### ■ Office 2016 First Look

Microsoft Office 2016: First Look Modern Productivity Course.....	mo_wnot_a01_dt_enus
Microsoft Office 2016: First Look Functionality and Collaboration Course.....	mo_wnot_a02_dt_enus

#### ■ Microsoft Office 2016: Beginning PowerPoint

Introduction to the PowerPoint 2016 Interface and Basic Tasks Course.....	mo_bepw_a01_dt_enus
Modifying and Formatting Slides in PowerPoint 2016 Course.....	mo_bepw_a02_dt_enus
Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016 Course.....	mo_bepw_a03_dt_enus
Working with Graphic, Audio, and Video Content in PowerPoint 2016 Course.....	mo_bepw_a04_dt_enus
Constructing and Modifying Tables and Charts in PowerPoint 2016 Course.....	mo_bepw_a05_dt_enus

#### ■ Microsoft Office 2016: Beginning Word

Working with the Interface and Performing Basic Tasks in Word 2016 Course.....	mo_bewo_a01_dt_enus
Formatting Text in Word 2016 Course.....	mo_bewo_a02_dt_enus
Customizing Options and Using Document Views in Word 2016 Course.....	mo_bewo_a03_dt_enus
Creating and Formatting Tables in Word 2016 Course.....	mo_bewo_a04_dt_enus
Headers, Footers, Page Numbering, and Layout in Word 2016 Course.....	mo_bewo_a05_dt_enus
Using the Navigation Pane and Creating Lists in Word 2016 Course.....	mo_bewo_a06_dt_enus

#### ■ Microsoft Office 2016: Intermediate PowerPoint

Using Slide Show Presentation Tools in PowerPoint 2016 Course.....	mo_inpw_a03_dt_enus
Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016 Course.....	mo_inpw_a01_dt_enus

## DESKTOP SKILLS COURSEWARE

Using Hyperlinks, Actions, and Comments in PowerPoint 2016 Course.....	mo_inpw_a02_dt_enus
Exporting Presentations and Compressing Media in PowerPoint 2016 Course.....	mo_inpw_a06_dt_enus
Customizing Proofing and Default Options in PowerPoint 2016 Course.....	mo_inpw_a04_dt_enus
Sharing and Protecting Presentations in PowerPoint 2016 Course.....	mo_inpw_a05_dt_enus

### Microsoft Office 2016: Intermediate Word

Designing and Formatting Illustrations in Word 2016 Course.....	mo_inwo_a02_dt_enus
Using Illustrations, Styles, and Themes in Word 2016 Course.....	mo_inwo_a01_dt_enus
Advanced Table Customization in Word 2016 Course.....	mo_inwo_a03_dt_enus
Maintaining, Protecting, and Reviewing Documents in Word 2016 Course.....	mo_inwo_a04_dt_enus
References, Proofing, Mail Merges, and Forms in Word 2016 Course.....	mo_inwo_a05_dt_enus
Sharing and Collaborating on Documents in Word 2016 Course.....	mo_inwo_a06_dt_enus

### Microsoft Office 2016: Beginning Excel

Creating, Editing, and Saving Excel 2016 Workbooks Course.....	mo_beel_a01_dt_enus
Formatting Excel 2016 Data Course.....	mo_beel_a02_dt_enus
Data Presentation Strategies Using Excel 2016 Course.....	mo_beel_a03_dt_enus
Formulas and Functions in Excel 2016 Course.....	mo_beel_a04_dt_enus
Excel 2016 Charts, Tables, and Images Course.....	mo_beel_a05_dt_enus

### Microsoft Office 2016: Intermediate Excel

Customizing Views, Styles, and Templates in Excel 2016 Course.....	mo_inel_a01_dt_enus
Working with Excel 2016 Data Course.....	mo_inel_a03_dt_enus
Creating Custom Visual Effects in Excel 2016 Course.....	mo_inel_a02_dt_enus
Macros and Advanced Queries in Excel 2016 Course.....	mo_inel_a04_dt_enus

Excel 2016 PivotTables and Advanced Charts Course.....	mo_inel_a05_dt_enus
Share, Review, and Collaborate in Excel 2016 Course.....	mo_inel_a06_dt_enus

### Microsoft Office 2016: Beginning Outlook

Getting to Know Outlook 2016 Course.....	mo_beou_a01_dt_enus
Managing Conversations and E-mail in Outlook 2016 Course.....	mo_beou_a02_dt_enus
Managing Attachments, and Inserting Items and Signatures in Outlook 2016 Course.....	mo_beou_a03_dt_enus
Organizing Contacts in Outlook 2016 Course.....	mo_beou_a04_dt_enus
Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016 Course.....	mo_beou_a05_dt_enus
Configuring and Managing Meetings and Notes in Outlook 2016 Course.....	mo_beou_a06_dt_enus

### Microsoft Office 2016: Intermediate Outlook

Managing Contacts, Tasks, and the Calendar in Outlook 2016 Course.....	mo_inou_a05_dt_enus
Formatting E-mail in Outlook 2016 Course.....	mo_inou_a01_dt_enus
Configuring Message Options in Outlook 2016 Course.....	mo_inou_a02_dt_enus
Customizing and Managing Outlook 2016 Course.....	mo_inou_a03_dt_enus
Managing Automation, Storage, and Tidying Up in Outlook 2016 Course.....	mo_inou_a04_dt_enus
Viewing and Configuring Outlook 2016 Backstage Options Course.....	mo_inou_a06_dt_enus

### Microsoft Office 2016: Beginning Access

Introduction to the Access 2016 Interface, Database Management, and Tables Course.....	mo_beac_a01_dt_enus
Creating Relationships, Queries, Forms and Reports in Access 2016 Course.....	mo_beac_a02_dt_enus

### Microsoft Office 2016: Beginning OneNote

Getting to Know Microsoft OneNote 2016 Course.....	mo_beon_a01_dt_enus
--	---------------------

## DESKTOP SKILLS COURSEWARE

Working with Microsoft OneNote 2016  
Course.....mo\_beon\_a02\_dt\_enus

### Microsoft Office 2016: Beginning Project

Getting Started with Project 2016  
Course.....mo\_bepr\_a01\_dt\_enus  
Working with Tasks, Relationships, Constraints, and Milestones in Project 2016  
Course.....mo\_bepr\_a02\_dt\_enus  
Managing Resources and Views in Project 2016  
Course.....mo\_bepr\_a03\_dt\_enus  
Tracking, Managing, and Sharing Projects in Project 2016  
Course.....mo\_bepr\_a04\_dt\_enus

### Microsoft Office 2016: Beginning Visio

Creating and Managing Diagrams In Visio 2016  
Course.....mo\_bevi\_a02\_dt\_enus  
Designing and Enhancing Diagrams in Visio 2016  
Course.....mo\_bevi\_a03\_dt\_enus  
Collaborating, Evaluating, and Saving Diagrams in Visio 2016  
Course.....mo\_bevi\_a04\_dt\_enus  
Getting Started with Visio 2016  
Course.....mo\_bevi\_a01\_dt\_enus

### Microsoft Office 2016: SharePoint for End Users

Managing Libraries and Lists in SharePoint 2016  
Course.....mo\_sheu\_a02\_dt\_enus  
Navigating, Customizing, Lists and Libraries in SharePoint 2016  
Course.....mo\_sheu\_a01\_dt\_enus  
Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016  
Course.....mo\_sheu\_a03\_dt\_enus  
Social Networking and Collaboration in SharePoint 2016  
Course.....mo\_sheu\_a04\_dt\_enus  
Tags, Notes, Community Sites, and Search in SharePoint 2016  
Course.....mo\_sheu\_a05\_dt\_enus  
Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016  
Course.....mo\_sheu\_a06\_dt\_enus

### Microsoft Office 2016: New Features

New and Improved Features in Office 2016  
Course.....mo\_monf\_a01\_dt\_enus  
New and Enhanced Features in Office 2016 Products  
Course.....mo\_monf\_a02\_dt\_enus

### Microsoft Office 2016: PowerPoint Best Practices

Designing Effective PowerPoint Presentations  
Course.....mo\_bppw\_a01\_dt\_enus  
Using Slide Masters and Slide Elements to Optimize Impact  
Course.....mo\_bppw\_a02\_dt\_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2013

#### Microsoft Office 2013: Beginning Word

Performing Basic Tasks in Word 2013  
Course.....mo\_bgwo\_a01\_dt\_enus  
Editing and Formatting in Word 2013  
Course.....mo\_bgwo\_a02\_dt\_enus  
Using Tables in Word 2013  
Course.....mo\_bgwo\_a05\_dt\_enus  
Structuring a Document in Word 2013  
Course.....mo\_bgwo\_a03\_dt\_enus  
Adding Lists and Objects in Word 2013  
Course.....mo\_bgwo\_a04\_dt\_enus

#### Microsoft Office 2013: Beginning Access

Creating and Modifying Forms in Access 2013  
Course.....mo\_bgas\_a04\_dt\_enus  
Creating and Modifying Reports in Access 2013  
Course.....mo\_bgas\_a05\_dt\_enus  
Creating and Populating a Database in Access 2013  
Course.....mo\_bgas\_a01\_dt\_enus  
Modifying Tables in Access 2013  
Course.....mo\_bgas\_a02\_dt\_enus  
Creating and Modifying Queries in Access 2013  
Course.....mo\_bgas\_a03\_dt\_enus

#### Microsoft Project 2013

Tools for Tracking Project Performance in Project 2013  
Course.....mo\_bgpj\_a04\_dt\_enus  
Resource Management in Project 2013  
Course.....mo\_bgpj\_a03\_dt\_enus  
Communicate and Finalize Project Information Using Project 2013  
Course.....mo\_bgpj\_a05\_dt\_enus  
Task-based Scheduling in Project 2013  
Course.....mo\_bgpj\_a02\_dt\_enus  
Setting up a Project in Project 2013  
Course.....mo\_bgpj\_a01\_dt\_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2013 Course.....	mo_adou_a01_dt_enus
Management and Customization in Outlook 2013 Course.....	mo_adou_a02_dt_enus
Mail Automation, Cleanup, and Storage in Outlook 2013 Course.....	mo_adou_a03_dt_enus
Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013 Course.....	mo_adou_a04_dt_enus

### ■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to Excel 2013 Course.....	mo_puel_a01_dt_enus
Reviewing and Protecting Content in Excel 2013 Course.....	mo_puel_a02_dt_enus
Advanced Formats and Layouts in Excel 2013 Course.....	mo_puel_a03_dt_enus
Advanced Formulas and Functions in Excel 2013 Course.....	mo_puel_a04_dt_enus
Using Financial Functions and What-If Analysis in Excel 2013 Course.....	mo_puel_a05_dt_enus
Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013 Course.....	mo_puel_a06_dt_enus

### ■ Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and Content in SharePoint 2013 Course.....	mo_sppu_a01_dt_enus
Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013 Course.....	mo_sppu_a02_dt_enus
Managing Templates, Views, and Versioning in SharePoint 2013 Course.....	mo_sppu_a03_dt_enus
Managing Web Parts, Users, and Groups in SharePoint 2013 Course.....	mo_sppu_a04_dt_enus
Using and Configuring Search in SharePoint 2013 Course.....	mo_sppu_a05_dt_enus
Workflows, Collaboration, and Analysis in SharePoint 2013 Course.....	mo_sppu_a06_dt_enus

### ■ Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013 Course.....	mo_adel_a01_dt_enus
Customizing Options and Views in Excel 2013 Course.....	mo_adel_a02_dt_enus
Manipulating Data in Excel 2013 Course.....	mo_adel_a03_dt_enus
Data Search, Data Validation, and Macros in Excel 2013 Course.....	mo_adel_a04_dt_enus

### ■ Microsoft Office 2013: Advanced PowerPoint

Advanced Slide Shows Tools in PowerPoint 2013 Course.....	mo_adpw_a01_dt_enus
Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013 Course.....	mo_adpw_a02_dt_enus

### ■ Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013 Course.....	mo_adwo_a01_dt_enus
Customizing Document Layout in Word 2013 Course.....	mo_adwo_a02_dt_enus
Advanced Table Customization in Word 2013 Course.....	mo_adwo_a03_dt_enus
Inserting and Formatting Graphics in Word 2013 Course.....	mo_adwo_a04_dt_enus
Navigating and Reviewing Documents in Word 2013 Course.....	mo_adwo_a05_dt_enus
Reference Tools and Mail Merge in Word 2013 Course.....	mo_adwo_a06_dt_enus
Adjusting Document Views and Customizing the Appearance of Word 2013 Course.....	mo_adwo_a07_dt_enus
Sharing and Collaboration in Word 2013 Course.....	mo_adwo_a08_dt_enus

### ■ Microsoft Office 2013: Beginning Excel

Creating Workbooks, Worksheets, and Data in Excel 2013 Course.....	mo_bgel_a01_dt_enus
Saving and Printing Data in Excel 2013 Course.....	mo_bgel_a02_dt_enus
Formatting Cells and Worksheets in Excel 2013 Course.....	mo_bgel_a03_dt_enus
Formatting Data in Excel 2013 Course.....	mo_bgel_a04_dt_enus
Presenting Data using Conditional Formatting and Sparklines in Excel 2013 Course.....	mo_bgel_a05_dt_enus

## DESKTOP SKILLS COURSEWARE

Performing Calculations Using Functions in Excel 2013 Course.....	mo_bgel_a06_dt_enus
Presenting Data in Tables and Charts in Excel 2013 Course.....	mo_bgel_a07_dt_enus

### ■ Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013 Course.....	mo_bgou_a01_dt_enus
Managing E-mail in Outlook 2013 Course.....	mo_bgou_a02_dt_enus
Working with Contacts in Outlook 2013 Course.....	mo_bgou_a03_dt_enus
Scheduling with Appointments, Events, and Tasks in Outlook 2013 Course.....	mo_bgou_a04_dt_enus
Working with Meetings in Outlook 2013 Course.....	mo_bgou_a05_dt_enus

### ■ Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013 Course.....	mo_bgpw_a01_dt_enus
Enhancing PowerPoint 2013 Presentations Course.....	mo_bgpw_a02_dt_enus
Animations and Media in PowerPoint 2013 Course.....	mo_bgpw_a03_dt_enus
Finalizing a PowerPoint 2013 Presentation Course.....	mo_bgpw_a04_dt_enus

### ■ Microsoft Office 2013: SharePoint for End Users

Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013 Course.....	mo_speu_a01_dt_enus
My Site and Social Features in SharePoint 2013 Course.....	mo_speu_a02_dt_enus
Community Sites, Search, and Office Integration in SharePoint 2013 Course.....	mo_speu_a03_dt_enus

### ■ Microsoft OneNote 2013

The Microsoft OneNote 2013 Interface Course.....	mo_onnt_a01_dt_enus
Getting Started with Microsoft OneNote 2013 Course.....	mo_onnt_a02_dt_enus
Working With and Sharing Content in Microsoft OneNote 2013 Course.....	mo_onnt_a03_dt_enus

OneNote 2013 Integration with Other Microsoft Applications Course.....	mo_onnt_a04_dt_enus
--	---------------------

### ■ Microsoft Lync 2013

Microsoft Lync 2013 Course.....	mo_lynd_a01_dt_enus
---------------------------------	---------------------

### ■ Skype for Business

Skype for Business: New Features, Profile, and Contacts Course.....	ds_skfb_a01_dt_enus
Skype for Business: Calls, IMs, and Meeting features Course.....	ds_skfb_a02_dt_enus
Skype for Business: Sharing, Collaboration, and Video Calls Course.....	ds_skfb_a03_dt_enus

### ■ Managing Projects with Microsoft Project 2013

Setting Up a Project in Microsoft Project 2013 Course.....	mo_prbe_a01_dt_enus
--	---------------------

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2010

#### ■ Microsoft Office 2010: New Features

Office 2010 New Core Features Course.....	mo_otnf_a01_dt_enus
New Messaging and Collaboration Features in Office 2010 Course.....	mo_otnf_a02_dt_enus
Office 2010 Web Apps and New Features in Publisher and Mobile Course.....	mo_otnf_a03_dt_enus

#### ■ Microsoft Office 2010 New Features for Users Migrating from Office 2003

The New Office 2010 Interface, Word 2010, and Excel 2010 Course.....	mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010 Course.....	mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in Office 2010 Course.....	mo_nfum_a03_dt_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010	
Course.....	mo_bwrd_a01_dt_enus
Formatting and Working with Text in Word 2010	
Course.....	mo_bwrd_a02_dt_enus
Organizing and Arranging Text in Word 2010	
Course.....	mo_bwrd_a03_dt_enus
Moving Around in Word 2010	
Course.....	mo_bwrd_a04_dt_enus
Structuring Word 2010 Documents	
Course.....	mo_bwrd_a05_dt_enus
Reviewing Documents in Word 2010	
Course.....	mo_bwrd_a06_dt_enus
Saving, Sharing, and Printing in Word 2010	
Course.....	mo_bwrd_a07_dt_enus
Customizing the Behavior and Appearance of Word 2010	
Course.....	mo_bwrd_a08_dt_enus
Drawing and Inserting Graphics in Word 2010	
Course.....	mo_bwrd_a09_dt_enus

### ■ Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for End Users	
Course.....	mo_nspe_a01_dt_enus

### ■ Microsoft SharePoint 2010 for End Users

Getting Started with SharePoint 2010	
Course.....	mo_ospe_a01_dt_enus
Using SharePoint 2010 with Office 2010	
Course.....	mo_ospe_a02_dt_enus

### ■ Microsoft SharePoint 2010: New Features for Power Users

Microsoft SharePoint 2010: New Features for Power Users	
Course.....	mo_nspp_a01_dt_enus

### ■ Microsoft SharePoint 2010 for Power Users

Managing SharePoint 2010 Sites, Lists, and Libraries	
Course.....	mo_ospp_a01_dt_enus
Managing SharePoint 2010 Pages and Components	
Course.....	mo_ospp_a02_dt_enus
SharePoint 2010 Security and Business Intelligence	
Course.....	mo_ospp_a03_dt_enus

### ■ Microsoft Office 2010: Beginning Excel

Getting Started with Excel 2010	
Course.....	mo_bexl_a01_dt_enus
Applying Basic Data Formatting in Excel 2010	
Course.....	mo_bexl_a02_dt_enus
Moving and Getting Around in Excel 2010	
Course.....	mo_bexl_a03_dt_enus
Moving Data and Modifying Worksheets in Excel 2010	
Course.....	mo_bexl_a04_dt_enus
Saving, Sending, and Printing Excel 2010 Workbooks	
Course.....	mo_bexl_a05_dt_enus
Using Conditional Formatting, Tables, and Sparklines in Excel 2010	
Course.....	mo_bexl_a06_dt_enus
Reviewing and Protecting Content in Excel 2010	
Course.....	mo_bexl_a07_dt_enus
Using Basic Formulas in Excel 2010	
Course.....	mo_bexl_a08_dt_enus
Using Basic Functions with Excel 2010	
Course.....	mo_bexl_a09_dt_enus
Inserting Basic Charts in Excel 2010	
Course.....	mo_bexl_a10_dt_enus
Adding Visuals, Themes, and Styles to Excel 2010 Workbooks	
Course.....	mo_bexl_a11_dt_enus

### ■ Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010	
Course.....	mo bout_a01_dt_enus
Managing Conversations and Organizing E-mail in Outlook 2010	
Course.....	mo bout_a02_dt_enus
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010	
Course.....	mo bout_a03_dt_enus
Using the Calendar for Appointments, Events, and Meetings in Outlook 2010	
Course.....	mo bout_a04_dt_enus
Managing Meetings and Customizing the Calendar in Outlook 2010	
Course.....	mo bout_a05_dt_enus
Outlook 2010 Social Connector and Messaging	
Course.....	mo bout_a06_dt_enus
Working with Contacts in Outlook 2010	
Course.....	mo bout_a07_dt_enus
Using the Tasks, Notes, and Journal Features in Outlook 2010	
Course.....	mo bout_a08_dt_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010	
Course.....	mo_awrd_a01_dt_enus
Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010	
Course.....	mo_awrd_a02_dt_enus
Forms, Fields, and Mail Merge in Word 2010	
Course.....	mo_awrd_a03_dt_enus
Managing, Inspecting, and Recovering Word 2010 Documents	
Course.....	mo_awrd_a04_dt_enus
Creating and Formatting Tables in Word 2010	
Course.....	mo_awrd_a05_dt_enus
Manipulating Tables in Word 2010	
Course.....	mo_awrd_a06_dt_enus
Embedding Charts and Tables into Word 2010	
Course.....	mo_awrd_a07_dt_enus

### ■ Microsoft Office 2010: Advanced Excel

Customizing Visual Elements in Excel 2010	
Course .....	mo_aexl_a01_dt_enus
Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010	
Course .....	mo_aexl_a02_dt_enus
Organizing Data and Objects in Excel 2010	
Course .....	mo_aexl_a03_dt_enus
Verifying Excel 2010 Data and Formulas	
Course .....	mo_aexl_a04_dt_enus
Automating Excel 2010 Tasks Using Macros	
Course .....	mo_aexl_a05_dt_enus
Analyzing Data with What-if Analysis in Excel 2010	
Course .....	mo_aexl_a06_dt_enus
PivotTables and PivotCharts in Excel 2010	
Course .....	mo_aexl_a07_dt_enus
PivotTable Filters, Calculations, and PowerPivot	
Course .....	mo_aexl_a08_dt_enus

### ■ Microsoft Office 2010: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2010	
Course.....	mo_aout_a01_dt_enus
Customizing Outlook 2010 and Managing Accounts	
Course.....	mo_aout_a02_dt_enus
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010	
Course.....	mo_aout_a03_dt_enus
Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010	
Course.....	mo_aout_a04_dt_enus

Data Files, Archiving, and Send/Receive Groups in Outlook 2010	
Course.....	mo_aout_a05_dt_enus
Implementing Security with Outlook 2010	
Course.....	mo_aout_a06_dt_enus
Accessing Exchange Remotely and Using Forms in Outlook 2010	
Course.....	mo_aout_a07_dt_enus

### ■ Microsoft Office 2010: Beginning PowerPoint

Getting Started with PowerPoint 2010	
Course.....	mo_bppt_a01_dt_enus
Visually Enhancing PowerPoint 2010 Presentations	
Course.....	mo_bppt_a02_dt_enus
Adding Images to Presentations in PowerPoint 2010	
Course.....	mo_bppt_a03_dt_enus
Using Multimedia and Animations in PowerPoint 2010	
Course.....	mo_bppt_a04_dt_enus

### ■ Microsoft Office 2010: Advanced PowerPoint

Using Advanced Slide Show Tools in PowerPoint 2010	
Course.....	mo_appt_a01_dt_enus
Collaborating and Sharing Presentations in PowerPoint 2010	
Course.....	mo_appt_a02_dt_enus

### ■ Microsoft Office 2010: Beginning Access

Getting Started with Access 2010	
Course.....	mo_bacc_a01_dt_enus
Creating Basic Tables in Access 2010	
Course.....	mo_bacc_a02_dt_enus
Data Manipulation and Simple Relationships in Access 2010	
Course.....	mo_bacc_a03_dt_enus
Introduction to Forms in Access 2010	
Course.....	mo_bacc_a04_dt_enus
Modifying Basic Forms in Access 2010	
Course.....	mo_bacc_a05_dt_enus
Introduction to Queries in Access 2010	
Course.....	mo_bacc_a06_dt_enus
Introduction to Reports in Access 2010	
Course.....	mo_bacc_a07_dt_enus

### ■ Microsoft Office 2010: Beginning Project

Introduction to Project Management using Project 2010	
Course.....	mo_bprj_a01_dt_enus
Introduction to Project 2010	
Course.....	mo_bprj_a02_dt_enus

## DESKTOP SKILLS COURSEWARE

Initializing a Project with Project 2010 Course.....	mo_bprj_a03_dt_enus
Defining Project Properties in Project 2010 Course.....	mo_bprj_a04_dt_enus
Building a Schedule with Project 2010 Course.....	mo_bprj_a05_dt_enus
Creating Resources in Project 2010 Course.....	mo_bprj_a06_dt_enus
Managing Resource Assignments with Project 2010 Course.....	mo_bprj_a07_dt_enus
Monitoring Schedule Performance with Project 2010 Course.....	mo_bprj_a08_dt_enus
Communicating Project Information with Project 2010 Course.....	mo_bprj_a09_dt_enus

### Microsoft Office 2010: Advanced Access

Advanced Importing and Exporting with Access 2010 Course.....	mo_aacc_a01_dt_enus
PivotTables and PivotCharts in Access 2010 Course.....	mo_aacc_a02_dt_enus
Retrieving, Validating, and Attaching Data in Access 2010 Course.....	mo_aacc_a03_dt_enus
Subforms, Subreports, and Conditional Formatting in Access 2010 Course.....	mo_aacc_a04_dt_enus
Joins, SQL, and Action Queries in Access 2010 Course.....	mo_aacc_a05_dt_enus
Using Access 2010 with SharePoint and Access Services Course.....	mo_aacc_a06_dt_enus
Access 2010 Macros and VBA Course.....	mo_aacc_a07_dt_enus
Optimizing, Securing, and Sharing Access 2010 Databases Course.....	mo_aacc_a08_dt_enus

### Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online and on a Network Course.....	mo_pexl_a01_dt_enus
Using Excel 2010 to Collaborate Online and with Other Office Applications Course.....	mo_pexl_a02_dt_enus
Using Lookup, Reference, Math, and Text Functions in Excel 2010 Course.....	mo_pexl_a03_dt_enus
Manipulating Formulas and Using Forms in Excel 2010 Course.....	mo_pexl_a04_dt_enus
Using Excel 2010 Data Connections: Web Queries, XML, and Databases Course.....	mo_pexl_a05_dt_enus

### Microsoft Office 2010: Advanced Project

Advanced Customizing with Project 2010 Course.....	mo_aprj_a01_dt_enus
Advanced Tools for Managing Multiple Projects with Project 2010 Course.....	mo_aprj_a02_dt_enus
Advanced Resource Management with Project 2010 Course.....	mo_aprj_a03_dt_enus
Advanced Scheduling Management with Project 2010 Course.....	mo_aprj_a04_dt_enus
Advanced Reporting and Management Tools in Project 2010 Course.....	mo_aprj_a05_dt_enus

### Microsoft Office 2010: Beginning Visio

Getting Started with Visio 2010 Course.....	mo_bvis_a01_dt_enus
Working with Diagrams in Visio 2010 Course.....	mo_bvis_a02_dt_enus
Collaboration, Evaluation and Printing in Visio 2010 Course.....	mo_bvis_a03_dt_enus

### Microsoft OneNote 2010 for End Users

Microsoft Office 2010: Managing Information with OneNote Course.....	mo_onel_a01_dt_enus
Microsoft Office 2010: Sharing Information with OneNote Course.....	mo_onel_a02_dt_enus

### Microsoft Office 2010: Lync for End Users

Microsoft Office 2010: Getting Started with Lync Course.....	mo_lync_a01_dt_enus
Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration Course.....	mo_lync_a02_dt_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE FOR MAC 2011

#### Microsoft Office: Beginning Word for Mac 2011

Microsoft Word for Mac 2011: Getting Started Course.....	om_bwmc_a01_dt_enus
Microsoft Word for Mac 2011: Formatting and Working with Text Course.....	om_bwmc_a02_dt_enus

## DESKTOP SKILLS COURSEWARE

Microsoft Word for Mac 2011: Structuring and Organizing Documents Course.....	om_bwmc_a03_dt_enus
Microsoft Word for Mac 2011: Moving Around a Document Course.....	om_bwmc_a04_dt_enus
Microsoft Word for Mac 2011: Adding and Formatting Images Course.....	om_bwmc_a05_dt_enus
Microsoft Word for Mac 2011: Creating and Formatting Tables Course.....	om_bwmc_a06_dt_enus
Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking Course.....	om_bwmc_a07_dt_enus

### ■ Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started Course.....	om_bemc_a01_dt_enus
Microsoft Excel for Mac 2011: Applying Basic Data Formatting Course.....	om_bemc_a02_dt_enus
Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks Course.....	om_bemc_a03_dt_enus
Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets Course.....	om_bemc_a04_dt_enus
Microsoft Excel for Mac 2011: Using Basic Formulas Course.....	om_bemc_a05_dt_enus
Microsoft Excel for Mac 2011: Using Basic Functions Course.....	om_bemc_a06_dt_enus
Microsoft Excel for Mac 2011: Inserting Basic Charts Course.....	om_bemc_a07_dt_enus
Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks Course.....	om_bemc_a08_dt_enus

### ■ Microsoft Office: Beginning Outlook for Mac 2011

Microsoft Outlook for Mac 2011: Getting Started Course.....	om_bomc_a01_dt_enus
Microsoft Outlook for Mac 2011: Managing Conversations and E-mail Course.....	om_bomc_a02_dt_enus
Microsoft Outlook for Mac 2011: Mastering E-mail Course.....	om_bomc_a03_dt_enus
Microsoft Outlook for Mac 2011: Scheduling with the Calendar Course.....	om_bomc_a04_dt_enus

Microsoft Outlook for Mac 2011: Managing Contacts Course.....	om_bomc_a05_dt_enus
Moving Beyond E-mail to Maximize Microsoft Outlook's Potential Course.....	om_bomc_a06_dt_enus

### ■ Microsoft Office: Beginning PowerPoint for Mac 2011

Microsoft PowerPoint for Mac 2011: Getting Started Course.....	om_bpmc_a01_dt_enus
Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancements Course.....	om_bpmc_a02_dt_enus
Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation Course.....	om_bpmc_a03_dt_enus
Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools Course.....	om_bpmc_a04_dt_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2007

#### ■ Microsoft Office 2007: Beginning Word

Getting Started with Word 2007 Course.....	mo_bgwd_a01_dt_enus
Working with Text and Paragraphs in Word 2007 Course.....	mo_bgwd_a02_dt_enus
Structuring, Editing, Saving, and Opening Documents in Word 2007 Course.....	mo_bgwd_a03_dt_enus
Printing, Help, and Automated Formatting in Word 2007 Course.....	mo_bgwd_a04_dt_enus
Working with Documents in Word 2007 Course.....	mo_bgwd_a05_dt_enus

#### ■ Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007 Course.....	mo_bgol_a01_dt_enus
Formatting and Managing E-mail in Outlook 2007 Course.....	mo_bgol_a02_dt_enus
Using the Calendar in Outlook 2007 Course.....	mo_bgol_a03_dt_enus
Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007 Course.....	mo_bgol_a04_dt_enus
Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007 Course.....	mo_bgol_a05_dt_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007	
Course.....	mo_adwd_a01_dt_enus
Advanced Document Navigation and Document	
Reviews in Word 2007	
Course.....	mo_adwd_a02_dt_enus
Using Tables, Charts, and Graphics in Word 2007	
Course.....	mo_adwd_a03_dt_enus

### ■ Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal	
Course.....	mo_adol_a01_dt_enus
Configuring Rules, Alerts, and Junk E-mail Settings in	
Outlook 2007	
Course.....	mo_adol_a02_dt_enus
Working with SharePoint, Calendars, and Forms in	
Outlook 2007	
Course.....	mo_adol_a03_dt_enus

### ■ Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007	
Course.....	mo_bgex_a01_dt_enus
Manipulating and Formatting Data and Worksheets in	
Excel 2007	
Course.....	mo_bgex_a02_dt_enus
Reviewing and Printing in Excel 2007	
Course.....	mo_bgex_a03_dt_enus
Excel 2007 Formulas and Functions	
Course.....	mo_bgex_a04_dt_enus
Excel 2007 Charts, Pictures, Themes, and Styles	
Course.....	mo_bgex_a06_dt_enus

### ■ Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007	
Course.....	mo_adex_a01_dt_enus
Advanced Data Management in Excel 2007	
Course.....	mo_adex_a02_dt_enus
Advanced Customization in Excel 2007	
Course.....	mo_adex_a03_dt_enus

### ■ Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007	
Course.....	mo_wdpu_a01_dt_enus
Advanced Document Features in Word 2007	
Course.....	mo_wdpu_a02_dt_enus
Collaborative Features in Word 2007	
Course.....	mo_wdpu_a03_dt_enus

### ■ Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007	
Course.....	mo_bgpp_a01_dt_enus
Adding Graphics to Presentations in PowerPoint 2007	
Course.....	mo_bgpp_a02_dt_enus
Adding Multimedia and Animations to Presentations in	
PowerPoint 2007	
Course.....	mo_bgpp_a03_dt_enus

### ■ Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007	
Course.....	mo_expu_a01_dt_enus
Protecting and Sharing Excel 2007 Workbooks	
Course.....	mo_expu_a02_dt_enus
Exchanging Data with Excel 2007	
Course.....	mo_expu_a03_dt_enus

### ■ Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007	
Course.....	mo_adpp_a01_dt_enus
Distributing Presentations in PowerPoint 2007	
Course.....	mo_adpp_a02_dt_enus

### ■ Microsoft Office 2007: Beginning Access

Getting Started with Access 2007	
Course.....	mo_bgac_a01_dt_enus
Basic Access 2007 Tables	
Course.....	mo_bgac_a02_dt_enus
Basic Access 2007 Forms	
Course.....	mo_bgac_a03_dt_enus
Queries and Reports in Access 2007	
Course.....	mo_bgac_a04_dt_enus

### ■ Microsoft Office 2007: Beginning Project

Creating and Designing a Project with Project 2007	
Course.....	mo_bgpr_a01_dt_enus
Specifying and Assigning Resources in Project 2007	
Course.....	mo_bgpr_a02_dt_enus
Tracking and Reporting Progress with Project 2007	
Course.....	mo_bgpr_a03_dt_enus

### ■ Microsoft Office 2007: Advanced Project

Advanced Customization with MS Project 2007	
Course.....	mo_adpr_a01_dt_enus

## DESKTOP SKILLS COURSEWARE

Project Data Management and Performance with MS Project 2007  
Course.....mo\_adpr\_a02\_dt\_enus

Collaborating and Using Visio 2007 With Other Programs  
Course.....mo\_bgvs\_a03\_dt\_enus

### Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

Microsoft Office 2007: Collaborating with Groove and Communicator  
Course.....mo\_ncmg\_a01\_dt\_enus  
Microsoft Office 2007: Sharing Information with OneNote 2007  
Course.....mo\_ncmg\_a02\_dt\_enus

### Microsoft Office 2007: Advanced Access

Importing and Exporting Data and Data Presentation in Access 2007  
Course.....mo\_adax\_a01\_dt\_enus  
Advanced Data Management in Access 2007  
Course.....mo\_adax\_a02\_dt\_enus

### Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007  
Course.....mo\_pblr\_a01\_dt\_enus  
Extending Publisher 2007 Beyond Publications  
Course.....mo\_pblr\_a02\_dt\_enus

### Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working Offline in Outlook 2007  
Course.....mo\_olpu\_a01\_dt\_enus  
Instant, Text, and Unified Messaging in Outlook 2007  
Course.....mo\_olpu\_a02\_dt\_enus  
Business Contact Manager with Outlook 2007  
Course.....mo\_olpu\_a03\_dt\_enus

### Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007  
Course.....mo\_acpu\_a01\_dt\_enus  
Database Administration in Access 2007  
Course.....mo\_acpu\_a02\_dt\_enus

### Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams  
Course.....mo\_bgvs\_a01\_dt\_enus  
Enhancing and Customizing Diagrams in Visio 2007  
Course.....mo\_bgvs\_a02\_dt\_enus

## DESKTOP SKILLS COURSEWARE

### DESKTOP COMPUTER SKILLS

#### MICROSOFT WINDOWS 10

##### Microsoft Windows 10 End User

- Microsoft Windows 10 End User: Signing In and First View  
Course ..... mw\_wdeu\_a01\_dt\_enus
- Microsoft Windows 10 End User: Hardware, Software, and Security Settings  
Course ..... mw\_wdeu\_a02\_dt\_enus
- Microsoft Windows 10 End User: Customizing Windows 10  
Course ..... mw\_wdeu\_a03\_dt\_enus
- Microsoft Windows 10 End User: New Features  
Course ..... mw\_wdeu\_a04\_dt\_enus
- Microsoft Windows 10 End User: Browsing with Edge  
Course ..... mw\_wdeu\_a05\_dt\_enus
- Microsoft Windows 10 End User: Cortana  
Course ..... mw\_wdeu\_a06\_dt\_enus

### DESKTOP COMPUTER SKILLS

#### MICROSOFT WINDOWS 8

##### Microsoft Windows 8: End User

- Windows 8: New Features and Common Tasks  
Course ..... mw\_eteu\_a01\_dt\_enus
- Files and Connectivity in Windows 8  
Course ..... mw\_eteu\_a02\_dt\_enus
- Personalizing Windows 8  
Course ..... mw\_eteu\_a03\_dt\_enus
- Working with Apps in Windows 8  
Course ..... mw\_eteu\_a04\_dt\_enus
- Internet Explorer 10, File Sharing, and Recovery in Windows 8  
Course ..... mw\_eteu\_a05\_dt\_enus
- Managing Hardware and Advanced Options in Windows 8  
Course ..... mw\_eteu\_a06\_dt\_enus

##### Microsoft Windows 8.1: End User

- New Features and Common Tasks in Windows 8.1  
Course ..... mw\_etev\_a01\_dt\_enus
- Organizing Files and Searching for Items in Windows 8.1  
Course ..... mw\_etev\_a02\_dt\_enus

- Personalizing Windows 8.1  
Course ..... mw\_etev\_a04\_dt\_enus
- Working with Apps in Windows 8.1  
Course ..... mw\_etev\_a05\_dt\_enus
- Getting Online, Sharing, and Using SkyDrive in Windows 8.1  
Course ..... mw\_etev\_a03\_dt\_enus
- Managing Hardware and Advanced Options in Windows 8.1  
Course ..... mw\_etev\_a06\_dt\_enus

##### Microsoft Windows 8.1 Update 1: End User

- Windows 8.1 Update 1: Navigating the UI  
Course ..... mw\_etew\_a01\_dt\_enus
- Windows 8.1 Update 1: Working with Files and Apps  
Course ..... mw\_etew\_a02\_dt\_enus
- Windows 8.1 Update 1: Windows Management and Customization Features  
Course ..... mw\_etew\_a03\_dt\_enus

### DESKTOP COMPUTER SKILLS

#### MICROSOFT WINDOWS 7

##### Microsoft Windows 7: First Look for End Users

- Microsoft Windows 7: First Look for End Users  
Course ..... mw\_mwfe\_a01\_dt\_enus

##### Microsoft Windows 7: End User

- Getting Started with Windows 7  
Course ..... mw\_mweu\_a01\_dt\_enus
- Setting up and Securing Windows 7  
Course ..... mw\_mweu\_a02\_dt\_enus
- Customizing Windows 7  
Course ..... mw\_mweu\_a03\_dt\_enus

### DESKTOP COMPUTER SKILLS

#### MICROSOFT INTERNET EXPLORER 11

##### Using Internet Explorer 11

- Using Internet Explorer 11: Exploring the Interface  
Course ..... ds\_inex\_a01\_dt\_enus
- Using Internet Explorer 11: Efficient Browsing  
Course ..... ds\_inex\_a02\_dt\_enus

## DESKTOP SKILLS COURSEWARE

Using Internet Explorer 11: Security Considerations Course.....	ds_inex_a06_dt_enus
Using Internet Explorer 11: Working with Web Content, RSS Feeds, and Downloads Course.....	ds_inex_a03_dt_enus
Using Internet Explorer 11: Accessibility and User Preferences Course.....	ds_inex_a04_dt_enus
Using Internet Explorer 11: Securing the Environment Course.....	ds_inex_a05_dt_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT INTERNET EXPLORER 9

#### ■ Microsoft Internet Explorer 9: End User

Microsoft Internet Explorer 9: Browsing and Managing Web Pages Course.....	id_mcin_a01_dt_enus
Microsoft Internet Explorer 9: Searching and Subscribing to Web Content Course.....	id_mcin_a02_dt_enus
Microsoft Internet Explorer 9: Customization and Security Course.....	id_mcin_a03_dt_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT INTERNET EXPLORER 8

#### ■ Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features Course.....	id_mcie_a01_dt_enus
Internet Explorer 8: Advanced Features Course.....	id_mcie_a02_dt_enus

## DESKTOP COMPUTER SKILLS

### GOOGLE

#### ■ Google Apps Fundamentals

Google Apps: Gmail and Calendar Course.....	ds_goap_a02_dt_enus
Google Apps: Google Drive Course.....	ds_goap_a01_dt_enus
Google Apps: Docs and Sheets Course.....	ds_goap_a03_dt_enus

Google Apps: Slides, Sites, and Google+ Course.....	ds_goap_a04_dt_enus
---	---------------------

#### ■ Google Analytics

Google Analytics Fundamentals and Data Collection Course.....	ds_goan_a01_dt_enus
Google Analytics Reports Course.....	ds_goan_a02_dt_enus
Google Conversions and Tags Course.....	ds_goan_a03_dt_enus
Analytics APIs and Tools Course.....	ds_goan_a04_dt_enus

## DESKTOP COMPUTER SKILLS

### SOCIAL NETWORKING

#### ■ Yammer for Business Users

Yammer for Business Users: Using Yammer Course.....	ds_yfbu_a01_dt_enus
---	---------------------

#### ■ Getting the Most from Social Networking

Social Networking Fundamentals Course.....	ds_gmsn_a01_dt_enus
Social Networking Services, Strategy, and Management Course.....	ds_gmsn_a02_dt_enus

## DESKTOP COMPUTER SKILLS

### MOBILE DEVICES

#### ■ Getting Started with iOS 8 for iPad

Introducing iOS 8 for iPad Course.....	ds_ipae_a01_dt_enus
--	---------------------

#### ■ Getting Started with iOS 8 for iPhone

Introducing iOS 8 for iPhone Course.....	ds_iphn_a01_dt_enus
--	---------------------

## DESKTOP COMPUTER SKILLS

### SAP

## DESKTOP SKILLS COURSEWARE

### ■ Overview of SAP for Project Teams

Overview of SAP Solutions	
Course.....	sa_ospt_a01_it_enus
Financial Accounting with SAP	
Course.....	sa_ospt_a02_it_enus
SAP Logistics Modules	
Course.....	sa_ospt_a03_it_enus
SAP ERP Architecture	
Course.....	sa_ospt_a04_it_enus
SAP Administration	
Course.....	sa_ospt_a05_it_enus
SAP Project Planning and Implementation	
Course.....	sa_ospt_a06_it_enus
SAP NetWeaver Platform	
Course.....	sa_ospt_a07_it_enus

### SEAGATE CRYSTAL REPORTS

#### ■ Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011	
Course.....	cr_crre_a01_dt_enus

## DESKTOP COMPUTER SKILLS

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring 77-881 Word 2010	
Mentoring Assets.....	mnt77881
Mentoring 77-882 Excel 2010	
Mentoring Assets.....	mnt77882
Mentoring Using Word 2007	
Mentoring Assets.....	mntwd2007
Mentoring Using Excel 2007	
Mentoring Assets.....	mntex2007
Mentoring 77-888 Excel 2010 Expert	
Mentoring Assets.....	mnt77888
Mentoring 77-418 Word 2013	
Mentoring Assets.....	mnt77418
Mentoring 77-420 Excel 2013	
Mentoring Assets.....	mnt77420
Mentoring 77-427 Excel 2013 Expert Part One	
Mentoring Assets.....	mnt77427
Mentoring 77-428 Excel 2013 Expert Part Two	
Mentoring Assets.....	mnt77428

## DESKTOP COMPUTER SKILLS

### TEST PREPS

#### ■ Test Preps

TestPrep Using Word 2007	
Testprep Exams .....	TPWD2007_ENG
TestPrep Using Excel 2007	
Testprep Exams .....	TPEX2007_ENG
TestPrep Using PowerPoint 2007	
Testprep Exams .....	TPPP2007_ENG
TestPrep Using Outlook 2007	
Testprep Exams .....	TPOL2007_ENG
TestPrep Using Access 2007	
Testprep Exams .....	TPAC2007_ENG
TestPrep 77-881 Word 2010	
Testprep Exams .....	mo_bwrd_a01_tp_enus

## DESKTOP COMPUTER SKILLS

## DESKTOP SKILLS COURSEWARE

TestPrep 77-882 Excel 2010  
Testprep Exams ..... mo\_bexl\_a01\_tp\_enus  
TestPrep 77-883 PowerPoint 2010  
Testprep Exams ..... mo\_bppt\_a01\_tp\_enus  
TestPrep 77-885 Access 2010  
Testprep Exams ..... mo\_bacc\_a01\_tp\_enus  
TestPrep 77-884 Outlook 2010  
Testprep Exams ..... mo\_bout\_a01\_tp\_enus  
TestPrep 77-888 Excel 2010 Expert  
Testprep Exams ..... mo\_aexl\_a01\_tp\_enus  
TestPrep 70-178 Microsoft Project 2010, Managing  
Projects  
Testprep Exams ..... mo\_bprj\_a01\_tp\_enus

# BUSINESS SKILLS COURSEWARE

## BUSINESS SKILLS COURSEWARE

### BUSINESS STRATEGY AND OPERATIONS

#### OPERATIONS CURRICULUM

##### The Foundations of Six Sigma

- Are You Listening to Your Customers?  
Business Impact Series ..... \_pc\_bi\_ssbi001
- Quick Wins in Six Sigma Implementation  
Business Impact Series ..... \_pc\_bi\_ssbi002
- Does Your Business Really Need Six Sigma?  
Challenge Series ..... \_pc\_ch\_ssch001
- Six Sigma Versus TQM  
Business Impact Series ..... \_pc\_bi\_ssbi003
- Lean Inbound Transportation  
Business Impact Series ..... \_pc\_bi\_ssbi004
- Identifying Candidates for Key Six Sigma Roles  
Challenge Series ..... \_pc\_ch\_ssch002
- A Critical-to-quality Tree - What's That?  
Business Impact Series ..... \_pc\_bi\_ssbi006
- Basic Measurement Concepts in Six Sigma  
Business Impact Series ..... \_pc\_bi\_ssbi007

##### Operations Management

- Operations Management and the Organization  
Course ..... oper\_21\_a01\_bs\_enus
- Operations Management: Product and Service Management  
Course ..... oper\_21\_a02\_bs\_enus
- Operations and Supply Chain Management  
Course ..... oper\_21\_a03\_bs\_enus
- Operations Management: Inventory Management  
Course ..... oper\_21\_a04\_bs\_enus
- Operations Management: Forecasting and Capacity Planning  
Course ..... oper\_21\_a05\_bs\_enus
- Operations Management: Operations Scheduling  
Course ..... oper\_21\_a06\_bs\_enus
- Operations Management: Management of Quality  
Course ..... oper\_21\_a07\_bs\_enus
- Operations Management: Facilities Planning and Management  
Course ..... oper\_21\_a08\_bs\_enus

##### Six Sigma Green Belt: Six Sigma and the Organization

- Lean Principles and Six Sigma Projects  
Course ..... oper\_24\_a02\_bs\_enus

- Six Sigma and Organizational Goals  
Course ..... oper\_24\_a01\_bs\_enus
- Design for Six Sigma and FMEA  
Course ..... oper\_24\_a03\_bs\_enus

##### Six Sigma Green Belt: Define

- Six Sigma Project Identification  
Course ..... oper\_25\_a01\_bs\_enus
- Voice of the Customer in Six Sigma  
Course ..... oper\_25\_a02\_bs\_enus
- Basics of Six Sigma Project Management  
Course ..... oper\_25\_a03\_bs\_enus
- Six Sigma Management and Planning Tools  
Course ..... oper\_25\_a04\_bs\_enus
- Performance Metrics for Six Sigma  
Course ..... oper\_25\_a05\_bs\_enus
- Six Sigma Project Team Dynamics and Performance  
Course ..... oper\_25\_a06\_bs\_enus

##### Six Sigma Green Belt: Measure

- Measurement System Analysis in Six Sigma  
Course ..... oper\_26\_a05\_bs\_enus
- Process and Performance Capability Measurement in Six Sigma  
Course ..... oper\_26\_a06\_bs\_enus
- Process Documentation and Analysis in Six Sigma  
Course ..... oper\_26\_a01\_bs\_enus
- Basic Probability and Statistical Distributions in Six Sigma  
Course ..... oper\_26\_a02\_bs\_enus
- Data Classification, Sampling, and Collection in Six Sigma  
Course ..... oper\_26\_a03\_bs\_enus
- Statistics and Graphical Presentation in Six Sigma  
Course ..... oper\_26\_a04\_bs\_enus

##### Six Sigma Green Belt: Analyze

- Multi-variate Studies, Correlation, and Linear Regression in Six Sigma  
Course ..... oper\_27\_a01\_bs\_enus
- Introduction to Hypothesis Testing and Tests for Means in Six Sigma  
Course ..... oper\_27\_a02\_bs\_enus
- Hypothesis Tests for Variances and Proportions in Six Sigma  
Course ..... oper\_27\_a03\_bs\_enus

##### Six Sigma Green Belt: Improve

- Design of Experiments in Six Sigma  
Course ..... oper\_28\_a01\_bs\_enus

# BUSINESS SKILLS COURSEWARE

Root Cause Analysis and Waste Elimination in Six Sigma Course.....	oper_28_a02_bs_enus
Cycle Time Reduction and Kaizen in Six Sigma Course.....	oper_28_a03_bs_enus

## ■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma Course.....	oper_29_a01_bs_enus
Creating and Using Control Charts in Six Sigma Course.....	oper_29_a02_bs_enus
Lean Tools for Process Control in Six Sigma Course.....	oper_29_a03_bs_enus

## ■ Manager of Quality/Organizational Excellence

Leadership Course.....	oper_04_a01_bs_enus
Team Dynamics Course.....	oper_04_a02_bs_enus
Developing and Deploying Strategic Plans Course.....	oper_04_a03_bs_enus
Managerial Skills and Abilities Course.....	oper_04_a04_bs_enus
Communication Skills and Project Management Course.....	oper_04_a05_bs_enus
Quality Systems, Models, and Theories Course.....	oper_04_a06_bs_enus
Problem-Solving and Process Management Tools Course.....	oper_04_a07_bs_enus
Measurement: Assessment and Metrics Course.....	oper_04_a08_bs_enus
Customer-Focused Management Course.....	oper_04_a09_bs_enus
Supply Chain Management Course.....	oper_04_a10_bs_enus
Training and Development Course.....	oper_04_a11_bs_enus

## ■ Six Sigma Yellow Belt: Six Sigma Fundamentals

Six Sigma and Lean Foundations and Principles Course.....	oper_30_a01_bs_enus
Six Sigma Team Basics, Roles, and Responsibilities Course.....	oper_30_a02_bs_enus
Six Sigma Quality Tools Course.....	oper_30_a03_bs_enus
Six Sigma Metrics Course.....	oper_30_a04_bs_enus

## ■ Six Sigma Yellow Belt: Define

Identifying Six Sigma Projects Course.....	oper_31_a01_bs_enus
Six Sigma Project Management Basics Course.....	oper_31_a02_bs_enus

## ■ Six Sigma Yellow Belt: Measure

Basic Statistics for Six Sigma Course.....	oper_32_a01_bs_enus
Data Types and Data Collection in Six Sigma Course.....	oper_32_a02_bs_enus
Six Sigma and Measurement System Analysis Course.....	oper_32_a03_bs_enus

## ■ Six Sigma Yellow Belt: Analyze

Lean Tools and FMEA in Six Sigma Course.....	oper_33_a01_bs_enus
Six Sigma Data Analysis and Root Cause Analysis Course.....	oper_33_a02_bs_enus
Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma Course.....	oper_33_a03_bs_enus

## ■ Six Sigma Yellow Belt: Improve and Control

Six Sigma Improvement Techniques Course.....	oper_34_a01_bs_enus
Control Tools and Documentation in Six Sigma Course.....	oper_34_a02_bs_enus

## ■ Leading Sustainable Process Improvement

Spearheading a Process Improvement Challenge Series .....	_pc_ch_opch001
Stakeholder-driven Process Improvement Course.....	oper_35_a01_bs_enus
Mapping and Measuring to Support Sustainable Process Improvement Course.....	oper_35_a02_bs_enus
Implementing and Sustaining Process Improvement Course.....	oper_35_a03_bs_enus

## ■ Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment

Fundamentals of Lean and Six Sigma and their Applications Course.....	oper_36_a01_bs_enus
Six Sigma Project Selection, Roles, and Responsibilities Course.....	oper_36_a02_bs_enus

## BUSINESS SKILLS COURSEWARE

Six Sigma Strategic Planning and Deployment  
Course..... oper\_36\_a03\_bs\_enus

### **Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures**

Impact on Stakeholders and Benchmarking for Six  
Sigma  
Course..... oper\_37\_a01\_bs\_enus  
Using Business and Financial Measures in Six Sigma  
Course..... oper\_37\_a02\_bs\_enus

### **Six Sigma Black Belt (2015 BOK): Team Management**

Six Sigma Team Dynamics, Roles, and Success Factors  
Course..... oper\_38\_a01\_bs\_enus  
Six Sigma Team Facilitation and Leadership  
Course..... oper\_38\_a02\_bs\_enus  
Six Sigma Team Dynamics and Training  
Course..... oper\_38\_a03\_bs\_enus

### **Six Sigma Black Belt (2015 BOK): Define**

Six Sigma Business Case, Project Charter, and Tools  
Course..... oper\_39\_a02\_bs\_enus  
Determining Requirements by Listening to the Voice of  
the Customer in Six Sigma  
Course..... oper\_39\_a01\_bs\_enus

### **Six Sigma Black Belt (2015 BOK): Measure**

Process Flow Metrics and Analysis Tools for Six Sigma  
Course..... oper\_40\_a01\_bs\_enus  
Data Types, Sampling, Collection, and Measurement in  
Six Sigma  
Course..... oper\_40\_a02\_bs\_enus  
Six Sigma Measurement Systems and Metrology  
Course..... oper\_40\_a03\_bs\_enus  
Using Basic Statistics and Graphical Methods in Six  
Sigma  
Course..... oper\_40\_a04\_bs\_enus  
Probability and Probability Distributions in Six Sigma  
Course..... oper\_40\_a05\_bs\_enus  
Determining Process Performance and Capability in Six  
Sigma  
Course..... oper\_40\_a06\_bs\_enus

### **Six Sigma Black Belt (2015 BOK): Analyze**

Measuring and Modeling Relationships between  
Variables in Six Sigma  
Course..... oper\_41\_a01\_bs\_enus

Basics of Hypothesis Testing and Tests for Means in Six  
Sigma  
Course..... oper\_41\_a02\_bs\_enus  
Tests for Variances and Proportions, ANOVA, and  
Goodness-of-fit in Six Sigma  
Course..... oper\_41\_a03\_bs\_enus  
Multivariate Tools and Nonparametric Tests in Six  
Sigma  
Course..... oper\_41\_a04\_bs\_enus  
FMEA and Other Nonstatistical Analysis Methods in Six  
Sigma  
Course..... oper\_41\_a05\_bs\_enus

### **Six Sigma Black Belt (2015 BOK): Improve**

Understanding DOE and Planning Experiments in Six  
Sigma  
Course..... oper\_42\_a01\_bs\_enus  
Designing, Conducting, and Analyzing Experiments in  
Six Sigma  
Course..... oper\_42\_a02\_bs\_enus  
Lean Improvement Methods and Implementation  
Planning in Six Sigma  
Course..... oper\_42\_a03\_bs\_enus

### **Six Sigma Black Belt (2015 BOK): Control**

Sustaining Six Sigma Improvements  
Course..... oper\_43\_a03\_bs\_enus  
Using Lean Control Tools and Maintaining Controls in  
Six Sigma  
Course..... oper\_43\_a02\_bs\_enus  
Statistical Process Control (SPC) and Control Charts in  
Six Sigma  
Course..... oper\_43\_a01\_bs\_enus

### **Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)**

Common DFSS Methodologies, Design for X, and  
Robust Designs  
Course..... oper\_44\_a01\_bs\_enus

### **Six Sigma: Champion Training**

Introduction to Six Sigma for Champions  
Course..... oper\_03\_a01\_bs\_enus  
Six Sigma Process Improvement  
Course..... oper\_03\_a02\_bs\_enus  
Six Sigma Projects and Project Teams  
Course..... oper\_03\_a03\_bs\_enus  
Managing and Deploying Six Sigma  
Course..... oper\_03\_a04\_bs\_enus

## BUSINESS SKILLS COURSEWARE

### Fundamentals of Lean for Business Organizations

Introduction to Lean for Service and Manufacturing Organizations	
Course.....	oper_20_a01_bs_enus
Using Lean for Perfection and Quality	
Course.....	oper_20_a02_bs_enus
Lean Tools and Techniques for Flow and Pull	
Course.....	oper_20_a03_bs_enus
Reducing Waste and Streamlining Value Flow Using Lean	
Course.....	oper_20_a04_bs_enus
Value Stream Mapping in Lean Business	
Course.....	oper_20_a05_bs_enus
Applying Lean in Service and Manufacturing Organizations	
Course.....	oper_20_a06_bs_enus
Five Steps to Perfection: Implementing Lean	
Business Impact Series .....	_pc_bi_ssbi009
Value Stream Maps for Non-manufacturing Processes	
Business Impact Series .....	_pc_bi_ssbi010

### Purchasing and Vendor Management Essentials

Fundamentals of Purchasing and Vendor Management	
Course.....	oper_23_a01_bs_enus
Purchasing: Finding Sources of Supply	
Course.....	oper_23_a02_bs_enus
Selecting Suppliers and Administering Contracts	
Course.....	oper_23_a03_bs_enus
Evaluating Supplier Performance and Managing Supplier Relationships	
Course.....	oper_23_a04_bs_enus

### Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB)	
Mentoring Assets.....	mntcssgb
Mentoring Six Sigma Yellow Belt (SSYB)	
Mentoring Assets.....	mntcssyb

### Test Preps

TestPrep Six Sigma Green Belt (SSGB)	
Testprep Exams .....	oper_ssgb_a02_tp_enus
TestPrep Six Sigma Yellow Belt (SSYB)	
Testprep Exams .....	oper_30_a01_tp_enus

## BUSINESS STRATEGY AND OPERATIONS

### STRATEGIC PLANNING CURRICULUM

### Moving From an Operational Manager to a Strategic Thinker

Leading Outside the Organization	
Business Impact Series .....	_pc_bi_lsbi005
Effective Critical Analysis of Business Reports	
Business Impact Series .....	_pc_bi_pfbi004
Returning to Core Competencies	
Business Impact Series .....	_pc_bi_lsbi014
Competitive Awareness and Strategy	
Challenge Series .....	_pc_ch_lach022

### The Fundamentals of Globalization

Managing Expatriates' Career Development	
Business Impact Series .....	_pc_bi_mgbi011
The Etiquette of Cross-cultural Gift Giving	
Business Impact Series .....	_pc_bi_spbi015
Evaluating Globalization Opportunities	
Challenge Series .....	_pc_ch_lach019
The Fundamentals of Globalization: The Global Context	
Course.....	stgy_05_a01_bs_enus
Fundamentals of Globalization: Analyzing the Global Environment	
Course.....	stgy_05_a02_bs_enus
The Fundamentals of Globalization: Strategies for Globalization	
Course.....	stgy_05_a03_bs_enus
Fundamentals of Globalization: Managing in a Global Environment	
Course.....	stgy_05_a04_bs_enus
Final Exam: The Fundamentals of Globalization	
Final Exams .....	stgy_05_a01_fe_enus

### IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment	
Course.....	stgy_06_a01_bs_enus
IT Strategy Essentials: Creating an IT Strategy Plan	
Course.....	stgy_06_a02_bs_enus
IT Strategy Essentials: Implementing an IT Strategy	
Course.....	stgy_06_a03_bs_enus
Final Exam: IT Strategy Essentials	
Final Exams .....	stgy_06_a01_fe_enus

### Business Planning Essentials

Business Planning Essentials: Preparing a Business Plan	
Course.....	stgy_10_a01_bs_enus
Business Planning Essentials: Performing Key Analyses	
Course.....	stgy_10_a02_bs_enus

## BUSINESS SKILLS COURSEWARE

Business Planning Essentials: Preparing for Implementation Course.....	stgy_10_a03_bs_enus
Final Exam: Business Planning Essentials Final Exams .....	stgy_10_a01_fe_enus

Using Strategic Thinking Skills Course.....	stgy_08_a03_bs_enus
Final Exam: Developing Strategic Thinking Acumen Final Exams .....	stgy_08_a01_fe_enus

## BUSINESS STRATEGY AND OPERATIONS

### MARKETING CURRICULUM

#### Strategic Marketing in Action

Sales and Marketing: Two Sides of the Same Coin? Business Impact Series .....	_pc_bi_spbi011
Trade Show Marketing - Planning Ahead Business Impact Series .....	_pc_bi_spbi013
Increasing Competitiveness through Collaboration Challenge Series .....	_pc_ch_lsch006

#### Digital Marketing

Digital Marketing: Getting to the Customer Course.....	mkt_04_a01_bs_enus
Managing Your Reputation Through Content Marketing and Online PR Course.....	mkt_04_a03_bs_enus
Digital Marketing Partnerships, Sales, and After-sales Processes Course.....	mkt_04_a04_bs_enus
Search Engine Marketing: Getting Discovered by the Customer Course.....	mkt_04_a02_bs_enus

#### Marketing Essentials

Designing Products to Fit the Channel Business Impact Series .....	_pc_bi_spbi005
Using Web Analytics to Increase Sales Business Impact Series .....	_pc_bi_spbi012
Marketing Essentials: Introduction to Marketing Course.....	mkt_01_a01_bs_enus
Marketing Essentials: Planning and People Course.....	mkt_01_a02_bs_enus
Marketing Essentials: Product and Price Course.....	mkt_01_a03_bs_enus
Marketing Essentials: Place Course.....	mkt_01_a04_bs_enus
Marketing Essentials: Promotion Course.....	mkt_01_a05_bs_enus
Marketing Essentials: Marketing and Ethics Course.....	mkt_01_a06_bs_enus

Effective Critical Analysis of Business Reports Business Impact Series .....	_pc_bi_pfbi004
Returning to Core Competencies Business Impact Series .....	_pc_bi_lsbi014
Competitive Awareness and Strategy Challenge Series .....	_pc_ch_lach022
Developing the Capacity to Think Strategically Course.....	stgy_08_a01_bs_enus
Developing the Strategic Thinking Skill of Seeing the Big Picture Course.....	stgy_08_a02_bs_enus

## BUSINESS SKILLS COURSEWARE

### Competitive Marketing Strategies

Competitive Marketing Strategies: Conducting an Internal Analysis Course .....	mkt_02_a01_bs_enus
Competitive Marketing Strategies: Analyzing Competitors Course .....	mkt_02_a02_bs_enus
Competitive Marketing Strategies: Selecting and Implementing Strategies Course .....	mkt_02_a03_bs_enus

### Strategic Brand Management

Building Lasting Customer-brand Relationships Course .....	mkt_03_a01_bs_enus
Developing a Brand Internally Course .....	mkt_03_a02_bs_enus
Global Brand Management Course .....	mkt_03_a03_bs_enus
Brand Management for Social Media and Wireless Technologies Course .....	mkt_03_a04_bs_enus

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### FINANCE AND ACCOUNTING CURRICULUM

#### Finance and Accounting Essentials for Non-financial Professionals

Increasing Cash Flow in Times of Need Business Impact Series .....	_pc_bi_fabi003
Attracting New Investors - Keeping Presentations Focused Business Impact Series .....	_pc_bi_fabi004
What's Your Gross Profit Margin Really Saying? Business Impact Series .....	_pc_bi_fabi006
Recognizing The Value of Intangible Assets Business Impact Series .....	_pc_bi_fabi007
Recession: How it Affects Business Business Impact Series .....	_pc_bi_fabi008
Using Financial Analysis for Credit Decisions Challenge Series .....	_pc_ch_lach012
Principles of Accounting and Finance for Non-financial Professionals Course .....	fin_02_a01_bs_enus
Cash Flow Management Essentials for Non-financial Professionals Course .....	fin_02_a02_bs_enus

The Time Value of Money and Investment Decisions for Non-financial Professionals Course .....	fin_02_a03_bs_enus
The Essentials of Budgeting for Non-financial Professionals Course .....	fin_02_a04_bs_enus
Financial Statements for Non-financial Professionals Course .....	fin_02_a05_bs_enus
Analyzing Financial Statements for Non-financial Professionals Course .....	fin_02_a06_bs_enus
Assessing Nonrecurring Items in Income Statements Business Impact Series .....	_pc_bi_fabi009
The Time Value of Money: Possible Pitfalls Business Impact Series .....	_pc_bi_fabi011

#### Accounting Fundamentals

Outsourcing Financial Activities Business Impact Series .....	_pc_bi_fabi001
Basic Accounting Principles and Framework Course .....	fin_03_a01_bs_enus
The Accounting Equation and Financial Statements Course .....	fin_03_a02_bs_enus
The Accounting Cycle and Accrual Accounting Course .....	fin_03_a03_bs_enus
Accounting Transactions and Books of Account Course .....	fin_03_a04_bs_enus
Trial Balance & Adjusting Entries Course .....	fin_03_a05_bs_enus
The Income Statement Course .....	fin_03_a06_bs_enus
The Balance Sheet Course .....	fin_03_a07_bs_enus
The Cash Flow Statement Course .....	fin_03_a08_bs_enus
Accounting for Companies' Stock Transactions and Dividends Course .....	fin_03_a09_bs_enus
Deconstructing the Balance Sheet Business Impact Series .....	_pc_bi_fabi010
Final Exam: Accounting Fundamentals Final Exams .....	fin_03_a01_fe_enus

#### Budgeting Essentials

Organizational Budgeting Activities and the Master Budget Course .....	fin_05_a01_bs_enus
Planning and Preparing an Operating Budget Course .....	fin_05_a02_bs_enus
Preparing Operating Budgets and the Cash Budget Course .....	fin_05_a03_bs_enus

## BUSINESS SKILLS COURSEWARE

Using Budgets for Management and Control Course.....	fin_05_a04_bs_enus
Final Exam: Budgeting Essentials	
Final Exams .....	fin_05_a01_fe_enus

### Auditing Essentials

Using Audits to Help Prevent Business Fraud	
Business Impact Series .....	_pc_bi_fabi002
Introduction to Auditing	
Course.....	fin_06_a01_bs_enus
Auditing for Internal Control and Risk Assessment	
Course.....	fin_06_a02_bs_enus
Auditing the Revenue Cycle	
Course.....	fin_06_a03_bs_enus
Auditing for Cash and Inventories	
Course.....	fin_06_a04_bs_enus
Final Exam: Auditing Essentials	
Final Exams .....	fin_06_a01_fe_enus

### Capital Budgeting Essentials

Capital Budgeting: The Capital Budgeting Process	
Course.....	fin_07_a01_bs_enus
Capital Budgeting: Net Present Value and Internal Rate of Return	
Course.....	fin_07_a02_bs_enus
Capital Budgeting: Discounted Payback Period and Profitability Index	
Course.....	fin_07_a03_bs_enus
Capital Budgeting: Capital Allocation	
Course.....	fin_07_a04_bs_enus
Final Exam: Capital Budgeting Essentials	
Final Exams .....	fin_07_a01_fe_enus

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

#### Bank Branch Operations Management

Bank Branch Management: Payment and Settlement Systems	
Course.....	fini_01_a02_bs_enus
Bank Branch Management: Mortgage and Auto Loans	
Course.....	fini_01_a01_bs_enus
Bank Branch Management: Dealing with Operational and Credit Risks	
Course.....	fini_01_a04_bs_enus

Bank Branch Management: Teller Roles and Credit Card Operations	
Course.....	fini_01_a03_bs_enus
Bank Branch Management: Internal Controls and Banking Technology	
Course.....	fini_01_a05_bs_enus
Bank Branch Management: Branch Security and Fraud	
Course.....	fini_01_a06_bs_enus

#### Commodity and Energy Markets, Futures, and Forwards

Futures Fundamentals: Commodity, Equity, and Currency Futures	
Course.....	fini_02_a02_bs_enus
Interest Rate Futures and Forward Rate Agreements	
Course.....	fini_02_a03_bs_enus
Commodity and Energy Markets and Derivatives	
Course.....	fini_02_a01_bs_enus

#### Insurance Concepts, Types, and Annuities

Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities	
Course.....	fini_03_a03_bs_enus
Insurance Basics, Underwriting, and Actuarial Practices	
Course.....	fini_03_a01_bs_enus
Life, Health, and General Insurance	
Course.....	fini_03_a02_bs_enus

#### Mutual Fund Concepts, Portfolio Management, and Regulations

Mutual Funds: Basic Concepts, Structure, and Types	
Course.....	fini_04_a01_bs_enus
Mutual Funds: Portfolio Management and Accounting	
Course.....	fini_04_a02_bs_enus
Mutual Funds: Performance Evaluation and Regulations	
Course.....	fini_04_a03_bs_enus

#### Global Banking Supervision and Anti-Money Laundering Regulations

Banking Supervision and Corporate Governance	
Course.....	fini_05_a01_bs_enus
Special Banking Risks and their Management	
Course.....	fini_05_a03_bs_enus
Internal Control and Audits in Banks	
Course.....	fini_05_a02_bs_enus
Anti-money Laundering and Global Initiatives	
Course.....	fini_05_a04_bs_enus
Anti-money Laundering and Regulatory Framework	
Course.....	fini_05_a05_bs_enus

## BUSINESS SKILLS COURSEWARE

### ■ Bank Risks and Capital Adequacy Planning

- Capital Adequacy Planning Approaches  
Course ..... fini\_06\_a02\_bs\_enus
- Basel Regulations and Capital Adequacy Requirements  
Course ..... fini\_06\_a01\_bs\_enus

### ■ Basel Regulations and Bank Risk Management

- IRB Framework and Risk-rating System  
Course ..... fini\_07\_a02\_bs\_enus
- Data Maintenance and Oversight for IRB Systems  
Course ..... fini\_07\_a05\_bs\_enus
- Basel Regulations and Operational Risk Management  
Course ..... fini\_07\_a06\_bs\_enus
- Operational Risk and Advanced Measurement  
Approach  
Course ..... fini\_07\_a07\_bs\_enus
- Operational Risk Identification, Assessment, and  
Quantification  
Course ..... fini\_07\_a08\_bs\_enus
- Operational Risk Management Framework, Process,  
and Applications  
Course ..... fini\_07\_a09\_bs\_enus
- Basel II and Basel III: An Overview  
Course ..... fini\_07\_a01\_bs\_enus
- IRB Approach for Corporate and Retail Exposures  
Course ..... fini\_07\_a03\_bs\_enus
- Quantification of IRB Systems  
Course ..... fini\_07\_a04\_bs\_enus

### ■ Basel III and Liquidity Risk Management

- Management and Supervision of Liquidity Risk  
Course ..... fini\_08\_a01\_bs\_enus
- Liquidity Risk Measurement, Monitoring, and  
Application of Standards  
Course ..... fini\_08\_a02\_bs\_enus

### ■ Counterparty Credit Risk and Credit Rating

- Derivative Contracts: Futures, Forwards, Swaps, and  
Options  
Course ..... fini\_09\_a01\_bs\_enus
- Measuring Credit Risk of Derivative Contracts  
Course ..... fini\_09\_a02\_bs\_enus
- Mitigating Credit Risk  
Course ..... fini\_09\_a03\_bs\_enus
- Credit Rating Systems and Capital Reserves  
Course ..... fini\_09\_a04\_bs\_enus

### ■ Credit Risk Analysis

- Credit Analysis and Loan Pricing and Regulations  
Course ..... fini\_10\_a01\_bs\_enus
- Financial Analysis for Credit Risk Determination  
Course ..... fini\_10\_a02\_bs\_enus
- Nonfinancial Credit and Asset Analysis  
Course ..... fini\_10\_a03\_bs\_enus
- Problem Loans and Risk Analysis for Common Loans  
Course ..... fini\_10\_a04\_bs\_enus
- Risk Analysis for Specialized Loans  
Course ..... fini\_10\_a05\_bs\_enus

### ■ Credit Derivative Instruments

- Credit Derivatives and Credit Risk  
Course ..... fini\_11\_a01\_bs\_enus
- Classical Credit Derivatives and Total Return Swaps  
Course ..... fini\_11\_a02\_bs\_enus
- Securitization and Asset-backed Securities  
Course ..... fini\_11\_a03\_bs\_enus
- Credit-linked and Repackaged Notes  
Course ..... fini\_11\_a04\_bs\_enus
- Credit Default Swaps and Credit Spread Options  
Course ..... fini\_11\_a05\_bs\_enus
- Credit Derivatives Applications  
Course ..... fini\_11\_a06\_bs\_enus
- Credit Derivatives: Pricing and Operational Issues  
Course ..... fini\_11\_a07\_bs\_enus
- Credit Derivatives: Regulatory, Legal, and Taxation  
Issues  
Course ..... fini\_11\_a08\_bs\_enus

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### HUMAN RESOURCES CURRICULUM

#### ■ Essentials of Interviewing and Hiring

- Guarding Against Interviewing Biases  
Business Impact Series ..... pc\_bi\_hrbi003
- Hiring Strategic Thinkers  
Challenge Series ..... pc\_ch\_lach011
- Essentials of Interviewing and Hiring: Screening  
Applicants for Interviewing  
Course ..... hr\_06\_a01\_bs\_enus
- Essentials of Interviewing and Hiring: Preparing to  
Interview  
Course ..... hr\_06\_a02\_bs\_enus

# BUSINESS SKILLS COURSEWARE

Essentials of Interviewing and Hiring: Conducting an Effective Interview Course.....	hr_06_a03_bs_enus
Essentials of Interviewing and Hiring: Behavioral Interview Techniques Course.....	hr_06_a04_bs_enus
Essentials of Interviewing and Hiring: Selecting the Right Candidate Course.....	hr_06_a05_bs_enus
Creating a Compelling Job Description	
Business Impact Series .....	_pc_bi_hrbi015
Conducting Interviews: Asking the Right Questions	
Business Impact Series .....	_pc_bi_hrbi014
Hiring a New Employee	
Challenge Series .....	_pc_ch_lach028
Final Exam: Essentials of Interviewing and Hiring	
Final Exams .....	hr_06_a01_fe_enus

## ■ Organizational Behavior

Fundamentals of Organizational Behavior for the Individual Course.....	hr_08_a01_bs_enus
Fundamentals of Organizations – Groups Course.....	hr_08_a02_bs_enus
Understanding Organizational Power and Politics Course.....	hr_08_a03_bs_enus
Organizational Structure and Employee Behavior Course.....	hr_08_a04_bs_enus
Organizational Behavior: Dynamics of a Positive Organizational Culture Course.....	hr_08_a05_bs_enus
Final Exam: Organizational Behavior	
Final Exams .....	hr_08_a01_fe_enus

## ■ Recruiting and Retention Strategies

Aligning Recruitment to Job Requirements	
Business Impact Series .....	_pc_bi_hrbi001
Preventing High Turnover Rates: How to Keep The Best	
Business Impact Series .....	_pc_bi_mgb008
Fringe Benefits: Maintaining a Competitive Hiring Advantage	
Business Impact Series .....	_pc_bi_hrbi004
Disciplines of Organizational Learning: Personal Mastery	
Business Impact Series .....	_pc_bi_pfbi011
Recruiting Talent	
Course.....	hr_05_a01_bs_enus
Retaining Your Talent Pool	
Course.....	hr_05_a02_bs_enus
Surviving the Talent Crunch	
Challenge Series .....	_pc_ch_lsch007

Final Exam: Recruiting and Retention Strategies	
Final Exams .....	hr_05_a01_fe_enus

## ■ The role of HR as a Business Partner

HR as Business Partner: From Cost Center to Strategic Partner Course.....	hr_07_a01_bs_enus
HR as Business Partner: Linking HR Functions with Organizational Goals Course.....	hr_07_a02_bs_enus
HR as Business Partner: Managing Talent for Organizational Success Course.....	hr_07_a03_bs_enus
HR as Business Partner: Using Metrics and Designing Strategic Initiatives Course.....	hr_07_a04_bs_enus
Final Exam: The role of HR as a Business Partner	
Final Exams .....	hr_07_a01_fe_enus

## ■ Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)

Human Resources Core Knowledge: Skills, Concepts, and Tools Course.....	hr_09_a01_bs_enus
Human Resources Core Knowledge: Functions and Activities Course.....	hr_09_a02_bs_enus
Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)	
Final Exams .....	hr_09_a01_fe_enus

## ■ Business Management and Strategy (HRCI: PHR/SPHR-aligned)

Business Management and Strategy: The HR Function and Business Environment Course.....	hr_10_a01_bs_enus
Business Management and Strategy: HR Functions and Roles Course.....	hr_10_a03_bs_enus
Business Management and Strategy: HR and the Strategic Planning Process Course.....	hr_10_a02_bs_enus
Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)	
Final Exams .....	hr_10_a01_fe_enus

## ■ Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)

Workforce Planning and Employment: Employment Legislation Course.....	hr_11_a01_bs_enus
---	-------------------

## BUSINESS SKILLS COURSEWARE

Workforce Planning and Employment: Recruitment Strategies Course.....	hr_11_a02_bs_enus
Workforce Planning and Employment: Sourcing and Selecting Candidates Course.....	hr_11_a03_bs_enus
Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies Course.....	hr_11_a04_bs_enus
Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_11_a01_fe_enus

### ■ **Human Resource Development (HRCI: PHR/SPHR-aligned)**

Human Resource Development: Regulations and Organizational Development Course.....	hr_12_a01_bs_enus
Human Resource Development: Employee Training Course.....	hr_12_a02_bs_enus
Human Resource Development: Performance Appraisal and Talent Management Course.....	hr_12_a03_bs_enus
Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_12_a01_fe_enus

### ■ **Compensation and Benefits (HRCI: PHR/SPHR-aligned)**

Compensation and Benefits: Regulations, Strategies, and Needs Assessment Course.....	hr_13_a01_bs_enus
Compensation and Benefits: Managing Policies, Programs, and Activities Course.....	hr_13_a02_bs_enus
Compensation and Benefits: Organizational Responsibilities Course.....	hr_13_a03_bs_enus
Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_13_a01_fe_enus

### ■ **Employee and Labor Relations (HRCI: PHR/SPHR-aligned)**

Employee and Labor Relations: Employment Regulations and Organizational Programs Course.....	hr_14_a01_bs_enus
Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution Course.....	hr_14_a02_bs_enus

Employee and Labor Relations: Unions and Collective Bargaining Course.....	hr_14_a03_bs_enus
Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_14_a01_fe_enus

### ■ **Risk Management (HRCI: PHR/SPHR-aligned)**

Risk Management: Organizational Risk and Safety and Health Legislation Course.....	hr_15_a01_bs_enus
Risk Management: Workplace Safety, Security, and Privacy Course.....	hr_15_a02_bs_enus
Final Exam: Risk Management (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_15_a01_fe_enus

### ■ **Strategic Human Resource Management (HRCI: SPHR-aligned)**

Strategic HR for SPHR Exam Candidates Part I Course.....	hr_16_a01_bs_enus
Strategic HR for SPHR Exam Candidates Part II Course.....	hr_16_a02_bs_enus
Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned) Final Exams .....	hr_16_a01_fe_enus

### ■ **SHRM-CP/SCP: HR Competencies**

HR Competencies: Leadership and Ethical Practice Course.....	hr_17_a01_bs_enus
HR Competencies: Business Acumen and Relationship Management Course.....	hr_17_a02_bs_enus
HR Competencies: Consultation and Critical Evaluation Course.....	hr_17_a03_bs_enus
HR Competencies: Global and Cultural Effectiveness and Communication Course.....	hr_17_a04_bs_enus

### ■ **SHRM-CP/SCP: Management of People**

Management of People: Talent Acquisition and Retention Course.....	hr_18_a01_bs_enus
Management of People: Employee Engagement Course.....	hr_18_a02_bs_enus
Management of People: Learning and Development Course.....	hr_18_a03_bs_enus
Management of People: Total Rewards Course.....	hr_18_a04_bs_enus

## BUSINESS SKILLS COURSEWARE

### ■ SHRM-CP/SCP: Organization and the HR Function

Organization and HR: Structure of the HR Function Course.....	hr_19_a01_bs_enus
Organization and HR: Organizational Effectiveness and Development Course.....	hr_19_a02_bs_enus
Organization and HR: Workforce Management and Using Technology and Data Course.....	hr_19_a03_bs_enus
Organization and HR: Employee Relations Course.....	hr_19_a04_bs_enus

### ■ SHRM-CP/SCP: Workplace Management and HR

Workplace Management: Global HR, Diversity, and Inclusion Course.....	hr_20_a01_bs_enus
Workplace Management: Risk Management Course.....	hr_20_a02_bs_enus
Workplace Management: Corporate Social Responsibility Course.....	hr_20_a03_bs_enus
Workplace Management: Employment Laws and Regulations Course.....	hr_20_a04_bs_enus

### ■ SHRM-CP/SCP: HR Strategy Management

Human Resource Strategy Management: Strategic Planning Course.....	hr_21_a01_bs_enus
Human Resource Strategy Management: Business and HR Strategy Course.....	hr_21_a02_bs_enus

### ■ SHRM-SCP: HRM for Senior HR Professionals

Advanced HR Management: Competencies for Senior HR Professionals Part I Course.....	hr_22_a01_bs_enus
Advanced HR Management: Competencies for Senior HR Professionals Part II Course.....	hr_22_a02_bs_enus
Advanced Human Resources Management: People and Organization Course.....	hr_22_a03_bs_enus
Advanced Human Resources Management: Workplace and HR Strategy Course.....	hr_22_a04_bs_enus

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### ADMINISTRATIVE SUPPORT CURRICULUM

#### ■ Essential Skills for Administrative Support Professionals

Administrative Professionals: Common Administrative Support Tasks Course.....	ad_01_a02_bs_enus
Administrative Professionals: Maximizing Your Relationship with Your Boss Course.....	ad_01_a03_bs_enus
Administrative Professionals: Interacting with Others Course.....	ad_01_a04_bs_enus
Administrative Professionals: Putting Your Best Foot Forward Course.....	ad_01_a05_bs_enus

## MANAGEMENT AND LEADERSHIP

### MANAGEMENT CURRICULUM

#### ■ Management Essentials

Management Essentials: Directing Others Course.....	mgmt_15_a01_bs_enus
Management Essentials: Delegating Course.....	mgmt_15_a02_bs_enus
Management Essentials: Developing Your Direct Reports Course.....	mgmt_15_a03_bs_enus
Management Essentials: Confronting Difficult Employee Behavior Course.....	mgmt_15_a04_bs_enus
Management Essentials: Managing a Diverse Team Course.....	mgmt_15_a05_bs_enus
Management Essentials: Treating Your Direct Reports Fairly Course.....	mgmt_15_a06_bs_enus
Management Essentials: Caring about Your Direct Reports Course.....	mgmt_15_a07_bs_enus
Managing Fairly Business Impact Series .....	_pc_bi_mgb016
Employee Dismissal Challenge Series .....	_pc_ch_lach038
Acting Decisively Challenge Series .....	_pc_ch_lach034

# BUSINESS SKILLS COURSEWARE

## Talent Management Essentials

Talent Management: Basics	
Course.....	mgmt_18_a01_bs_enus
Talent Management: Planning	
Course.....	mgmt_18_a02_bs_enus
Talent Management: Acquiring Talent	
Course.....	mgmt_18_a03_bs_enus
Talent Management: Developing and Engaging Talent	
Course.....	mgmt_18_a04_bs_enus
Talent Management: Retaining Talent	
Course.....	mgmt_18_a05_bs_enus
Attracting and Retaining Talent	
Challenge Series .....	_pc_ch_lach021

## Performance Appraisal Essentials

Preparing for Your Performance Appraisal	
Business Impact Series .....	_pc_bi_pfbi017
Performance Appraisal Essentials: Planning for Appraisals	
Course.....	mgmt_17_a01_bs_enus
Performance Appraisal Essentials: Conducting Traditional Appraisals	
Course.....	mgmt_17_a02_bs_enus
Performance Appraisal Essentials: 360-degree Appraisals	
Course.....	mgmt_17_a03_bs_enus

## Managing Experts

Recognizing Natural Leaders	
Challenge Series .....	_pc_ch_lsch001
Managing Top Performers Is Always Easy...Right?	
Business Impact Series .....	_pc_bi_hrbi013
Meeting the Needs of Your Experts	
Course.....	mgmt_21_a01_bs_enus
Overcoming Challenges When Managing Experts	
Course.....	mgmt_21_a02_bs_enus

## Managing Problem Performance

Underperforming Employee – Now What?	
Business Impact Series .....	_pc_bi_hrbi010
Managing Performance	
Challenge Series .....	_pc_ch_lach002
Recognizing and Diagnosing Problem Performance	
Course.....	mgmt_34_a01_bs_enus
First Steps for Turning Around a Performance Problem	
Course.....	mgmt_34_a02_bs_enus
Using Progressive Discipline to Correct Problem Performance	
Course.....	mgmt_34_a03_bs_enus

Preventing Problem Performance	
Course.....	mgmt_34_a04_bs_enus

## Advanced Management Skills

Developing Adaptable Managers	
Business Impact Series .....	_pc_bi_mgb013
Employee Engagement	
Challenge Series .....	_pc_ch_mgch006
Delivering Bad News Effectively	
Challenge Series .....	_pc_ch_lach033
Building Upward Relationships	
Challenge Series .....	_pc_ch_lach039
Developing a High-performance Organization	
Course.....	mgmt_23_a01_bs_enus
Cross-functional Strategic Management	
Course.....	mgmt_23_a02_bs_enus
Managing for Rapid Change and Uncertainty	
Course.....	mgmt_23_a03_bs_enus
Managing High Performers	
Course.....	mgmt_23_a04_bs_enus
Managing New Managers	
Course.....	mgmt_23_a05_bs_enus
Managing Experienced Managers	
Course.....	mgmt_23_a06_bs_enus

## Dismissing an Employee

Preparing to Dismiss an Employee	
Course.....	mgmt_26_a01_bs_enus
Managing the Dismissal of an Employee	
Course.....	mgmt_26_a02_bs_enus

## The Fundamentals of Business Crises Management

Demonstrating Accountability in a Crisis Situation	
Challenge Series .....	_pc_ch_lach007
Perseverance and Flexibility in Times of Crisis	
Challenge Series .....	_pc_ch_lach026

## First Time Manager Essentials

First Time Manager: Understanding a Manager's Role	
Course.....	mgmt_16_a01_bs_enus
First Time Manager: Challenges	
Course.....	mgmt_16_a02_bs_enus
First Time Manager: Meeting Expectations	
Course.....	mgmt_16_a03_bs_enus
Making the Move Into Management	
Challenge Series .....	_pc_ch_lach029

# BUSINESS SKILLS COURSEWARE

## ■ Essentials of Managing Technical Professionals

Transitioning from Technical Professional to Management Course.....	mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management Course.....	mgmt_19_a02_bs_enus
Managing Technical Professionals Course.....	mgmt_19_a03_bs_enus

## ■ Workforce Generations

Managing an Aging Workforce Business Impact Series .....	_pc_bi_mgb005
Developing the Next Generation Business Impact Series .....	_pc_bi_lsb007
Understanding the Motives of Millennials Business Impact Series .....	_pc_bi_mgb014
Managing Workforce Generations: Introduction to Cross-generational Employees Course.....	mgmt_20_a01_bs_enus
Managing Workforce Generations: Working with a Multigenerational Team Course.....	mgmt_20_a02_bs_enus
Managing Workforce Generations: Working with the 21st-century Generation Mix Course.....	mgmt_20_a03_bs_enus

## ■ Strategies for Successful Employee Onboarding

Strategies for Successful Employee Onboarding: An Introduction Course.....	mgmt_24_a01_bs_enus
Strategies for Successful Employee Onboarding: Getting Started Course.....	mgmt_24_a02_bs_enus
Strategies for Successful Employee Onboarding: Assessing Program Success Course.....	mgmt_24_a03_bs_enus

## ■ Managing during Difficult Times

Communicating during Difficult Times Course.....	mgmt_25_a01_bs_enus
Managing Resources during Difficult Times Course.....	mgmt_25_a02_bs_enus
Managing Attitudes during Difficult Times Course.....	mgmt_25_a03_bs_enus

## ■ Business Execution

Fostering a Business Execution Culture Business Impact Series .....	_pc_bi_lsb008
---	---------------

Performance Dashboard or Scorecard? Business Impact Series .....	_pc_bi_mgb012
Business Execution: Understanding the Fundamentals Course.....	mgmt_28_a01_bs_enus
Business Execution: Crafting a Business Strategy that Executes Course.....	mgmt_28_a02_bs_enus
Business Execution: Monitoring and Evaluating Initiatives Course.....	mgmt_28_a04_bs_enus
Business Execution: Linking Strategy to People and Operations Course.....	mgmt_28_a03_bs_enus

## ■ Essential Mentoring Techniques

Essential Mentoring Techniques: Mentoring Fundamentals Course.....	mgmt_29_a01_bs_enus
Essential Mentoring Techniques: Designing and Initiating Mentoring Programs Course.....	mgmt_29_a02_bs_enus
Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships Course.....	mgmt_29_a03_bs_enus
Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program Course.....	mgmt_29_a04_bs_enus

## ■ Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities Course.....	mgmt_30_a01_bs_enus
Thinking Like a CFO: Making Financial Decisions Course.....	mgmt_30_a02_bs_enus
Thinking Like a CFO: Preparing and Presenting a Business Case Course.....	mgmt_30_a03_bs_enus
Thinking Like a CFO: Managing Risk Course.....	mgmt_30_a04_bs_enus

## ■ Essentials of Facilitating

Using Facilitation Skills as a Manager Course.....	mgmt_31_a01_bs_enus
Facilitating Collaborative Processes Course.....	mgmt_31_a02_bs_enus
Challenges of Facilitating Course.....	mgmt_31_a03_bs_enus

## ■ Effectively Managing Top Performers

Engaging Top Performers Course.....	mgmt_33_a01_bs_enus
-------------------------------------	---------------------

## BUSINESS SKILLS COURSEWARE

Retaining Top Performers	
Course.....	mgmt_33_a02_bs_enus
Overcoming Challenges of Managing Top Performers	
Course.....	mgmt_33_a03_bs_enus

## MANAGEMENT AND LEADERSHIP

### LEADERSHIP CURRICULUM

#### ■ Difficult Conversations

Preparing for a Difficult Conversation	
Course.....	mgmt_36_a01_bs_enus
Having a Difficult Conversation	
Course.....	mgmt_36_a02_bs_enus
Handling Difficult Conversations Effectively	
Course.....	mgmt_36_a03_bs_enus

#### ■ Performance Management

Planning for Performance	
Course.....	mgmt_37_a01_bs_enus
Monitoring and Improving Performance	
Course.....	mgmt_37_a02_bs_enus
Reviewing and Rewarding Performance	
Course.....	mgmt_37_a03_bs_enus

#### ■ Coaching for Results

The Art of Effective Coaching	
Business Impact Series .....	_pc_bi_lsbi018
Coaching	
Challenge Series .....	_pc_ch_lach024
Coaching to Shift Perceptions	
Challenge Series .....	_pc_ch_mgch007
Beginning Your Coaching Engagement	
Course.....	mgmt_38_a01_bs_enus
Coaching Techniques that Drive Change	
Course.....	mgmt_38_a02_bs_enus
Coaching to Drive Performance	
Course.....	mgmt_38_a03_bs_enus

#### ■ Effective Delegation

Delegating Appropriate Tasks	
Business Impact Series .....	_pc_bi_mgb007
Developing Employees through Delegation	
Challenge Series .....	_pc_ch_lach017
Achieve Your Objectives through Effective Delegation	
Course.....	mgmt_39_a01_bs_enus
The Delegation Process	
Course.....	mgmt_39_a02_bs_enus
Successful Delegation: Supervise and Encourage	
Course.....	mgmt_39_a03_bs_enus
Use Delegation to Develop Your Team	
Course.....	mgmt_39_a04_bs_enus

#### ■ Leadership Essentials

Communicating a Shared Vision	
Business Impact Series .....	_pc_bi_lsbi001
Leading Teams through Change	
Business Impact Series .....	_pc_bi_lsbi003
Leading Outside the Organization	
Business Impact Series .....	_pc_bi_lsbi005
Knowing When to Take Leadership Risks	
Business Impact Series .....	_pc_bi_lsbi006
Motivating Human Behavior	
Challenge Series .....	_pc_ch_lsch002
Wanted - Innovation Leaders	
Business Impact Series .....	_pc_bi_lsbi013
Leadership Essentials: Motivating Employees	
Course.....	lead_05_a01_bs_enus
Leadership Essentials: Communicating Vision	
Course.....	lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a Leader	
Course.....	lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence	
Course.....	lead_05_a04_bs_enus
Leadership Essentials: Leading Business Execution	
Course.....	lead_05_a05_bs_enus
Leadership Essentials: Leading Innovation	
Course.....	lead_05_a06_bs_enus
Leadership Essentials: Leading Change	
Course.....	lead_05_a07_bs_enus
Leadership Essentials: Creating Your Own Leadership Development Plan	
Course.....	lead_05_a08_bs_enus
Developing a Business Execution Culture	
Challenge Series .....	_pc_ch_lach001
Leading Change	
Challenge Series .....	_pc_ch_lach004
Leader as Motivator	
Challenge Series .....	_pc_ch_lach008
Leading Innovation	
Challenge Series .....	_pc_ch_lach010
The Emotionally Intelligent Leader	
Challenge Series .....	_pc_ch_lach014
Crafting an Organizational Vision	
Challenge Series .....	_pc_ch_lach040

# BUSINESS SKILLS COURSEWARE

## Making Cross-Functional Teams Work

- Using Conflict to an Organization's Advantage  
Business Impact Series .....\_pc\_bi\_mgb002
- Mediating Project Team Conflict  
Business Impact Series .....\_pc\_bi\_pfb006
- Facilitating Work-related Conflict Discussions  
Business Impact Series .....\_pc\_bi\_pfb015
- Cross-functional Team Fundamentals  
Course .....lead\_10\_a01\_bs\_enus
- Key Strategies for Managing Cross-functional Teams  
Course .....lead\_10\_a02\_bs\_enus
- Managing Internal Dynamics in a Cross-functional Team  
Course .....lead\_10\_a03\_bs\_enus

## The Voice of Leadership

- The Voice of Leadership: Inspirational Leadership  
Course .....lead\_13\_a01\_bs\_enus
- The Voice of Leadership: Self-assessment and Motivation  
Course .....lead\_13\_a02\_bs\_enus
- The Voice of Leadership: Effective Leadership Communication Strategies  
Course .....lead\_13\_a03\_bs\_enus
- The Voice of Leadership: The Power of Leadership Messaging  
Course .....lead\_13\_a04\_bs\_enus

## Creating a Positive Work Environment

- Creating and Maintaining a Positive Work Environment  
Course .....lead\_07\_a01\_bs\_enus

## Employee Engagement

- The Benefits and Challenges of Engaging Employees  
Course .....lead\_06\_a01\_bs\_enus
- Maintaining an Engaging Organization  
Course .....lead\_06\_a02\_bs\_enus

## Developing a Culture of Learning

- Fundamentals of Organizational Learning  
Course .....lead\_08\_a01\_bs\_enus
- Establishing the Conditions for a Learning Culture  
Course .....lead\_08\_a02\_bs\_enus
- Developing Learning Practices  
Course .....lead\_08\_a03\_bs\_enus
- Evaluating and Sustaining Organizational Learning  
Course .....lead\_08\_a04\_bs\_enus

## Effective Succession Planning

- Succession Planning  
Business Impact Series .....\_pc\_bi\_lsb002
- Succession Planning and Management Programs  
Challenge Series .....\_pc\_ch\_lscl004
- Initiating Succession Planning  
Course .....lead\_09\_a01\_bs\_enus
- Effective Succession Planning: Determining a Talent Pool for Key Positions  
Course .....lead\_09\_a02\_bs\_enus
- Implementing and Assessing a Succession Planning Program  
Course .....lead\_09\_a03\_bs\_enus

## Setting and Managing Organizational Priorities

- Setting and Managing Priorities within the Organization: Mission and Goals  
Course .....lead\_11\_a01\_bs\_enus
- Setting and Managing Priorities within the Organization: Deciphering Priorities  
Course .....lead\_11\_a02\_bs\_enus
- Setting and Managing Priorities within the Organization: Motivation  
Course .....lead\_11\_a03\_bs\_enus
- Setting and Managing Priorities within the Organization: Communication  
Course .....lead\_11\_a04\_bs\_enus
- Do You Share Your Organization's Values?  
Business Impact Series .....\_pc\_bi\_pab006

## Leading Organizational Change

- Communicating Properly during Layoffs  
Business Impact Series .....\_pc\_bi\_hrb005
- Involving Employees in Corporate Change  
Business Impact Series .....\_pc\_bi\_lsb011
- Developing People  
Challenge Series .....\_pc\_ch\_lach013
- Communicating Organizational Change  
Business Impact Series .....\_pc\_bi\_mgb015
- Beyond Change: Working with Agility  
Business Impact Series .....\_pc\_bi\_pab009
- Instituting a Quality Improvement Program  
Challenge Series .....\_pc\_ch\_pech002
- The Keys to Sustainable Change  
Course .....pe\_02\_a01\_bs\_enus
- Planning for Change  
Course .....pe\_02\_a02\_bs\_enus
- Implementing and Sustaining Change  
Course .....pe\_02\_a03\_bs\_enus

# BUSINESS SKILLS COURSEWARE

## PROFESSIONAL EFFECTIVENESS

### COMMUNICATION CURRICULUM

#### ■ How to Write an Effective Internal Business Case

Preparing a Business Case Course.....	comm_01_a01_bs_enus
Writing a Business Case Course.....	comm_01_a02_bs_enus
Presenting Your Case Course.....	comm_01_a03_bs_enus

#### ■ E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively Course.....	comm_17_a01_bs_enus
Addressing and Redistributing E-mail Course.....	comm_17_a02_bs_enus
Managing Your E-mail Course.....	comm_17_a03_bs_enus
Final Exam: E-mail Essentials for Business Final Exams .....	comm_17_a01_fe_enus

#### ■ Telephone Essentials for Business

Essential Skills for Professional Telephone Calls Course.....	comm_18_a01_bs_enus
---	---------------------

#### ■ Business Writing Basics

Business Writing: Know Your Readers and Your Purpose Course.....	comm_19_a01_bs_enus
Business Writing: How to Write Clearly and Concisely Course.....	comm_19_a02_bs_enus
Business Writing: Editing and Proofreading Course.....	comm_19_a03_bs_enus
Written Communication Challenge Series .....	_pc_ch_pach015
Writing for Business Business Impact Series .....	_pc_bi_pabi012
Final Exam: Business Writing Basics Final Exams .....	comm_19_a01_fe_enus

#### ■ Business Grammar Basics

Business Grammar: Parts of Speech Course.....	comm_20_a01_bs_enus
Business Grammar: Working with Words Course.....	comm_20_a02_bs_enus

Business Grammar: The Mechanics of Writing Course.....	comm_20_a03_bs_enus
Business Grammar: Punctuation Course.....	comm_20_a04_bs_enus
Business Grammar: Sentence Construction Course.....	comm_20_a05_bs_enus
Business Grammar: Common Usage Errors Course.....	comm_20_a06_bs_enus
Final Exam: Business Grammar Basics Final Exams .....	comm_20_a01_fe_enus

#### ■ Fundamentals of Working with Difficult People

Blame Backfires--Conquer Negative Thinking Business Impact Series .....	_pc_bi_pfbi003
Reacting to Co-workers Who Try Taking Advantage Challenge Series .....	_pc_ch_pfch003
Working with Difficult People: Identifying Difficult People Course.....	comm_23_a01_bs_enus
Working with Difficult People: How to Work with Aggressive People Course.....	comm_23_a02_bs_enus
Working with Difficult People: How to Work with Negative People Course.....	comm_23_a03_bs_enus
Working with Difficult People: How to Work with Procrastinators Course.....	comm_23_a04_bs_enus
Working with Difficult People: How to Work with Manipulative People Course.....	comm_23_a05_bs_enus
Working with Difficult People: How to Work with Self-serving People Course.....	comm_23_a06_bs_enus
Working with Difficult People: Dealing with Micromanagers Course.....	comm_23_a07_bs_enus
Coping with Aggressive Behavior in the Workplace Business Impact Series .....	_pc_bi_pabi008

#### ■ Fundamentals of Cross Cultural Communication

Dispute Resolution in International Contracts Challenge Series .....	_pc_ch_lsch005
Culture and Its Effect on Communication Course.....	comm_26_a01_bs_enus
Communicating Across Cultures Course.....	comm_26_a02_bs_enus
Improving Communication in Cross-cultural Relationships Course.....	comm_26_a03_bs_enus

# BUSINESS SKILLS COURSEWARE

Communicating with a Cross-cultural Audience  
Business Impact Series ..... \_pc\_bi\_pfbi020

## ■ Listening Essentials

Listening to Improve Conversation  
Business Impact Series ..... \_pc\_bi\_pabi001

## ■ Getting Results without Direct Authority

Influencing Key Decision Makers  
Business Impact Series ..... \_pc\_bi\_lsbi015

Influence and Persuasion  
Challenge Series ..... \_pc\_ch\_lach016

Getting Results without Direct Authority: Building Relationships and Credibility  
Course ..... comm\_27\_a01\_bs\_enus

Getting Results without Direct Authority: Reciprocity  
Course ..... comm\_27\_a03\_bs\_enus

Getting Results without Direct Authority: Persuasive Communication  
Course ..... comm\_27\_a02\_bs\_enus

Getting Results without Direct Authority: Influencing Your Boss  
Course ..... comm\_27\_a04\_bs\_enus

## ■ Anger Management Essentials

Anger Management Essentials: Understanding Anger  
Course ..... comm\_30\_a01\_bs\_enus

Anger Management Essentials: Managing and Controlling Anger  
Course ..... comm\_30\_a02\_bs\_enus

## ■ Basic Presentation Skills

Basic Presentation Skills: Planning a Presentation  
Course ..... comm\_33\_a01\_bs\_enus

Basic Presentation Skills: Creating a Presentation  
Course ..... comm\_33\_a02\_bs\_enus

Basic Presentation Skills: Delivering a Presentation  
Course ..... comm\_33\_a03\_bs\_enus

Handling Difficult Questions as a Presenter  
Business Impact Series ..... \_pc\_bi\_pabi007

## ■ Communicating Effectively with the 'C' Level

Preparing to Communicate Effectively at the 'C' Level  
Course ..... comm\_31\_a01\_bs\_enus

Techniques for Communicating Effectively with Senior Executives  
Course ..... comm\_31\_a02\_bs\_enus

## ■ Communicate with Diplomacy and Tact

The Impact of Situation and Style When Communicating with Diplomacy and Tact  
Course ..... comm\_34\_a01\_bs\_enus

Strategies for Communicating with Tact and Diplomacy  
Course ..... comm\_34\_a02\_bs\_enus

Delivering a Difficult Message with Diplomacy and Tact  
Course ..... comm\_34\_a03\_bs\_enus

## ■ Running Effective Business Meetings

When Too Many Meetings Are Just Too Much  
Business Impact Series ..... \_pc\_bi\_pfbi008

Making Meetings Work  
Business Impact Series ..... \_pc\_bi\_pfbi018

Managing Meetings for Productivity and Effectiveness  
Challenge Series ..... \_pc\_ch\_lach031

Preparing for Effective Business Meetings  
Course ..... comm\_32\_a01\_bs\_enus

Managing Effective Business Meetings  
Course ..... comm\_32\_a02\_bs\_enus

Dealing with Common Meeting Problems  
Course ..... comm\_32\_a03\_bs\_enus

## ■ Professional Networking Essentials

Professional Networking Essentials: Finding Opportunities To Make Connections  
Course ..... comm\_38\_a01\_bs\_enus

Professional Networking Essentials: Developing Confidence  
Course ..... comm\_38\_a02\_bs\_enus

## ■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning  
Course ..... ib\_wstp\_a01\_it\_enus

Writing for Technical Professionals: Effective Writing Techniques  
Course ..... ib\_wstp\_a02\_it\_enus

## ■ Communicating with Impact

Asserting Yourself in the Workplace  
Challenge Series ..... \_pc\_ch\_pach016

Making Yourself Approachable  
Business Impact Series ..... \_pc\_bi\_pabi011

Interpersonal Communication that Builds Trust  
Course ..... comm\_35\_a01\_bs\_enus

Communication Methods that Make Sense – and Make Your Point  
Course ..... comm\_35\_a02\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Being a Receptive Communication Partner  
Course.....comm\_35\_a03\_bs\_enus  
Communication Challenges: Navigating Choppy Waters  
Course.....comm\_35\_a04\_bs\_enus

Emotional Intelligence: Being Aware of the Emotions of  
Others  
Course.....comm\_41\_a03\_bs\_enus

### Workplace Conflict

Confrontation: What's the Best Approach  
Business Impact Series .....pc\_bi\_mgb009  
Coping with Accusations in the Workplace  
Challenge Series .....pc\_ch\_lsch003  
Managing Conflict  
Challenge Series .....pc\_ch\_lach009  
Personal Conflict Styles  
Business Impact Series .....pc\_bi\_pabi002  
Conflict: Avoid, Confront, or Delay?  
Challenge Series .....pc\_ch\_pach004  
Meeting the Challenge of Workplace Conflict  
Challenge Series .....pc\_ch\_coch001  
Preventing Unhealthy Workplace Conflict  
Course.....comm\_39\_a01\_bs\_enus  
Working Out and Through Conflict  
Course.....comm\_39\_a02\_bs\_enus  
Adapting Your Conflict Style  
Course.....comm\_39\_a03\_bs\_enus

### Issue-focused Negotiation

Effective Body Language in Negotiations  
Business Impact Series .....pc\_bi\_pfbi013  
Vendor Negotiations: Choosing the Best Approach  
Challenge Series .....pc\_ch\_lach032  
Tailoring Your Negotiating Approach  
Challenge Series .....pc\_ch\_coch002  
Issue-focused Negotiation: Are You Ready?  
Course.....comm\_40\_a01\_bs\_enus  
You and Your Negotiating Counterpart  
Course.....comm\_40\_a02\_bs\_enus  
Reaching a Negotiated Agreement  
Course.....comm\_40\_a03\_bs\_enus

### Developing Your Emotional Intelligence

How High Is Your EQ?  
Business Impact Series .....pc\_bi\_pfbi009  
Emotional Intelligence at Work  
Challenge Series .....pc\_ch\_pach014  
Emotional Intelligence: Owning Your Emotions  
Course.....comm\_41\_a01\_bs\_enus  
Emotional Intelligence: Building Self-Management Skills  
Course.....comm\_41\_a02\_bs\_enus  
Emotional Intelligence: Applying EI at Work  
Course.....comm\_41\_a04\_bs\_enus

### How to Succeed in Listening

Effective Listening  
Challenge Series .....pc\_ch\_lach030  
Listening with Skill  
Challenge Series .....pc\_ch\_pach002  
Listening to Improve Conversation  
Business Impact Series .....pc\_bi\_pabi001  
Be a Better Listener  
Course.....comm\_43\_a01\_bs\_enus  
Roadblocks to Excellent Listening  
Course.....comm\_43\_a02\_bs\_enus  
Active Listening Skills for Professionals  
Course.....comm\_43\_a03\_bs\_enus  
Mastering Active Listening in the Workplace  
Course.....comm\_43\_a04\_bs\_enus

### Constructive Feedback

Criticism in Context  
Business Impact Series .....pc\_bi\_pfbi016  
Giving Appropriate Feedback  
Challenge Series .....pc\_ch\_lach006  
Giving Feedback to Coworkers  
Challenge Series .....pc\_ch\_pach006  
Delivering Feedback  
Course.....comm\_44\_a02\_bs\_enus  
Making Feedback a Regular Occurrence  
Course.....comm\_44\_a04\_bs\_enus  
Feedback and Its Vital Role in the Workplace  
Course.....comm\_44\_a01\_bs\_enus  
Receiving Feedback  
Course.....comm\_44\_a03\_bs\_enus

### Engaging Others with Tact and Diplomacy

Diplomacy and Tact for Every Day  
Course.....comm\_45\_a01\_bs\_enus  
Diplomacy and Tact in Challenging Situations  
Course.....comm\_45\_a02\_bs\_enus  
Connecting with Others through Diplomacy and Tact  
Course.....comm\_45\_a03\_bs\_enus  
Using Humor with Diplomacy and Tact  
Course.....comm\_45\_a04\_bs\_enus

## PROFESSIONAL EFFECTIVENESS

### FOUNDATION SKILLS CURRICULUM

## BUSINESS SKILLS COURSEWARE

### ■ Basic Business Math

Basic Business Math: Using Whole Numbers and Decimals Course.....	fnd_01_a01_bs_enus
Basic Business Math: Percentages and Ratios Course.....	fnd_01_a02_bs_enus
Basic Business Math: Averages and Equations Course.....	fnd_01_a03_bs_enus
Basic Business Math: Charts and Graphs Course.....	fnd_01_a04_bs_enus

## PROFESSIONAL EFFECTIVENESS

### PERSONAL DEVELOPMENT CURRICULUM

### ■ Doing Business Professionally

Working for Your Inner Boss: Personal Accountability Course.....	pd_05_a01_bs_enus
Managing from Within: Self-empowerment Course.....	pd_05_a02_bs_enus
Goals and Setting Goals Course.....	pd_05_a03_bs_enus
Creating a Positive Attitude Course.....	pd_05_a04_bs_enus
Pursuing Successful Lifelong Learning Course.....	pd_05_a05_bs_enus

### ■ Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a Remote Employee Course.....	pd_08_a01_bs_enus
Telecommuting Basics: Communication Strategies for the Remote Employee Course.....	pd_08_a02_bs_enus

### ■ Generating Creative & Innovative Ideas

Executing Innovation Business Impact Series.....	_pc_bi_lsbi016
Generating Creative and Innovative Ideas: Enhancing Your Creativity Course.....	pd_09_a01_bs_enus
Generating Creative and Innovative Ideas: Maximizing Team Creativity Course.....	pd_09_a02_bs_enus
Generating Creative and Innovative Ideas: Verifying and Building on Ideas Course.....	pd_09_a03_bs_enus

Promoting Creative Thinking Challenge Series .....	_pc_ch_lach035
Getting Ready to Present Challenge Series .....	_pc_ch_pach018
Creativity: Developing and Communicating Ideas Challenge Series .....	_pc_ch_pach025

### ■ Optimizing Your Work/Life Balance

Employee Exhaustion: Managing a Well-balanced Workload Business Impact Series .....	_pc_bi_mgb010
Managing Workplace Stress Business Impact Series .....	_pc_bi_hrbi006
Optimizing Your Work/Life Balance: Analyzing Your Life Balance Course.....	pd_06_a01_bs_enus
Optimizing Your Work/Life Balance: Maintaining Your Life Balance Course.....	pd_06_a02_bs_enus
Optimizing Your Work/Life Balance: Taking Control of Your Stress Course.....	pd_06_a03_bs_enus
Creating Work/Life Balance Challenge Series .....	_pc_ch_lach036

### ■ Managing Your Career

Managing Your Career: Creating a Plan Course.....	pd_10_a01_bs_enus
Managing Your Career: Getting on the Right Track Course.....	pd_10_a02_bs_enus
Managing Your Career: Professional Networking Essentials Course.....	pd_10_a03_bs_enus
Managing Your Career: You and Your Boss Course.....	pd_10_a04_bs_enus
Managing Your Career: Leveraging the Performance Appraisal Course.....	pd_10_a05_bs_enus
Conquering Career Stagnation Business Impact Series .....	_pc_bi_pfbi019
Developing Your Career Challenge Series .....	_pc_ch_lach037
Building and Managing Upward Relationships Challenge Series .....	_pc_ch_pach008
Planning Your Career Challenge Series .....	_pc_ch_pach013
Exploring Self-development Challenge Series .....	_pc_ch_pach023

# BUSINESS SKILLS COURSEWARE

## Diversity on the Job

Understanding Workplace Diversity Business Impact Series .....	_pc_bi_hrbi002
Diversity on the Job: The Importance of Diversity and the Changing Workplace Course.....	pd_07_a01_bs_enus
Diversity on the Job: Diversity and You Course.....	pd_07_a02_bs_enus
Managing Diversity Challenge Series .....	_pc_ch_lach015

## Dealing with Organizational Change

Managing the Stress of Organizational Change Business Impact Series .....	_pc_bi_mgb004
The Importance of Flexibility in the Workplace Business Impact Series .....	_pc_bi_pfbi007
Understanding Organizational Change Course.....	pd_13_a01_bs_enus
Preparing for Organizational Change Course.....	pd_13_a02_bs_enus
Embracing Organizational Change Course.....	pd_13_a03_bs_enus
Developing Organizational Agility Challenge Series .....	_pc_ch_pach024

## Living and Working Abroad in the United States

American Work Culture and Values Course.....	pd_19_a01_bs_enus
Key Aspects of the American Work Environment Course.....	pd_19_a02_bs_enus
Communicating Successfully in the American Workplace Course.....	pd_19_a03_bs_enus
Succeeding in the American Workplace Course.....	pd_19_a04_bs_enus

## Campus to Corporate

Campus to Corporate: Meeting New Expectations Course.....	pd_22_a01_bs_enus
Campus to Corporate: Developing a Professional Image Course.....	pd_22_a02_bs_enus

## Building and Maintaining Trust

Building Trust Course.....	pd_15_a01_bs_enus
Rebuilding Trust Course.....	pd_15_a02_bs_enus

Rebuilding Trust Business Impact Series .....	_pc_bi_pabi005
The Fruits of Integrity: Building Trust at Work Challenge Series .....	_pc_ch_pach012

## Personal Productivity Improvement

Personal Productivity Improvement: Managing Your Workspace Course.....	pd_16_a01_bs_enus
Personal Productivity: Self-organization and Overcoming Procrastination Course.....	pd_16_a02_bs_enus
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity Course.....	pd_16_a03_bs_enus

## Peer Relationships

The Value of Peer Relationships Course.....	pd_17_a01_bs_enus
Developing Strategic Peer Relationships in Your Organization Course.....	pd_17_a02_bs_enus
Forming Peer Relationships and Alliances at Work Course.....	pd_17_a03_bs_enus
Building Better Relationships through Understanding Challenge Series .....	_pc_ch_pach017
Building Peer Relationships Challenge Series .....	_pc_ch_pach019
Peer Political Styles Business Impact Series .....	_pc_bi_pabi010

## Business Ethics

Office Politics – What Will You Do? Challenge Series .....	_pc_ch_pfch004
Ethics, Integrity, and Trust Challenge Series .....	_pc_ch_lach005
Introduction to Workplace Ethics Course.....	pd_18_a01_bs_enus
Developing a Code of Ethical Conduct Course.....	pd_18_a02_bs_enus
Ethical Decision-making in the Workplace Course.....	pd_18_a03_bs_enus
The Ethics Enigma Challenge Series .....	_pc_ch_pach020
Do You Share Your Organization's Values? Business Impact Series .....	_pc_bi_pabi006

## Interviewing Strategies for the Interviewee

Preparing for an Internal Interview Course.....	pd_21_a01_bs_enus
--	-------------------

# BUSINESS SKILLS COURSEWARE

Making a Positive Impression in an Internal Interview Course ..... pd\_21\_a02\_bs\_enus

Bouncing Back with Perseverance and Resilience Course ..... pd\_26\_a03\_bs\_enus

Perseverance: Flexibility in Action

Business Impact Series ..... \_pc\_bi\_pabi004

Persevering through Setbacks  
Challenge Series ..... \_pc\_ch\_pach011

## ■ Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches  
Course ..... pd\_23\_a01\_bs\_enus

## ■ Decisiveness

Developing Character for Decisiveness  
Course ..... pd\_27\_a01\_bs\_enus

Public Speaking Strategies: Confident Public Speaking Course ..... pd\_23\_a02\_bs\_enus

Overcoming the Barriers to Decisiveness  
Course ..... pd\_27\_a02\_bs\_enus

## ■ Performance under Pressure

Developing the Right Attitude for Performing under Pressure  
Course ..... pd\_24\_a01\_bs\_enus

## ■ Writing Under Pressure

Taking Action for Performing under Pressure  
Course ..... pd\_24\_a02\_bs\_enus

Writing under Pressure: Preparing for Success  
Course ..... pd\_28\_a01\_bs\_enus

Performing with Others under Pressure  
Course ..... pd\_24\_a03\_bs\_enus

Writing under Pressure: The Writing Process  
Course ..... pd\_28\_a02\_bs\_enus

## ■ Business Etiquette and Professionalism

Disciplines of Organizational Learning: Personal Mastery  
Business Impact Series ..... \_pc\_bi\_pfbi011

## ■ Time Management

Safe Small Talk  
Business Impact Series ..... \_pc\_bi\_pfbi012

Prioritizing Personal and Professional Responsibilities  
Business Impact Series ..... \_pc\_bi\_mgb003

Reframing Negative Situations  
Business Impact Series ..... \_pc\_bi\_hrbi008

Coping with Information Overload  
Business Impact Series ..... \_pc\_bi\_pfbi002

Managing Goals  
Challenge Series ..... \_pc\_ch\_lach027

Planning for Interruptions Helps with Procrastination  
Business Impact Series ..... \_pc\_bi\_pfbi014

Developing Your Reputation of Professionalism with Business Etiquette  
Course ..... pd\_25\_a01\_bs\_enus

Setting and Managing Priorities  
Challenge Series ..... \_pc\_ch\_lach018

Professionalism, Business Etiquette, and Personal Accountability  
Course ..... pd\_25\_a02\_bs\_enus

Coping with Conflicting Priorities  
Challenge Series ..... \_pc\_ch\_pach005

Communicating with Professionalism and Etiquette  
Course ..... pd\_25\_a03\_bs\_enus

Setting Goals  
Challenge Series ..... \_pc\_ch\_pach007

Using Business Etiquette to Build Professional Relationships  
Course ..... pd\_25\_a04\_bs\_enus

Getting Time under Control  
Challenge Series ..... \_pc\_ch\_pach021

Targeting Personal Learning  
Challenge Series ..... \_pc\_ch\_pach022

Time Management: Too Much to Do and Too Little Time  
Course ..... pd\_20\_a01\_bs\_enus

Broadening Your Learning Horizons  
Business Impact Series ..... \_pc\_bi\_pabi013

Time Management: Quit Making Excuses and Make Time Instead  
Course ..... pd\_20\_a02\_bs\_enus

## ■ Perseverance and Resilience

Time Management: Ready, Set...FOCUS!  
Course ..... pd\_20\_a03\_bs\_enus

Developing Character for Perseverance and Resilience  
Course ..... pd\_26\_a01\_bs\_enus

The Dangers of Multitasking  
Business Impact Series ..... \_pc\_bi\_pabi003

Achieving Goals through Perseverance and Resilience  
Course ..... pd\_26\_a02\_bs\_enus

## ■ Problem Solving and Decision Making

Playing the Devil's Advocate in Decision Making  
Business Impact Series ..... \_pc\_bi\_pfbi005

Turning Problems Around with Reverse Brainstorming  
Business Impact Series ..... \_pc\_bi\_lsbi017

## BUSINESS SKILLS COURSEWARE

Uncovering the Root Problem	
Challenge Series .....	_pc_ch_lach003
Problem Solving: Process, Tools, and Techniques	
Challenge Series .....	_pc_ch_pach003
Decisions: Making the Right Move	
Challenge Series .....	_pc_ch_pech001
Solving Problems: Generating and Evaluating Alternatives	
Course.....	pd_29_a02_bs_enus
Making and Carrying Out Tough Decisions	
Course.....	pd_29_a03_bs_enus
Solving Problems: Framing the Problem	
Course.....	pd_29_a01_bs_enus

### Thinking Critically

Critical Thinking	
Challenge Series .....	_pc_ch_lach025
Applying Your Best Thinking	
Challenge Series .....	_pc_ch_pech003
Thinking Critically: Coming to Terms with Assumptions	
Course.....	pe_01_a01_bs_enus
Thinking Critically: Getting Your Arms around Arguments	
Course.....	pe_01_a02_bs_enus
Thinking Critically: Drawing Conclusions with Confidence	
Course.....	pe_01_a03_bs_enus

## PROJECT EFFECTIVENESS

### PROJECT MANAGEMENT CURRICULUM

#### Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management	
Course.....	proj_15_a01_bs_enus
Core PMI® Values and Ethical Standards	
Course.....	proj_15_a02_bs_enus

#### PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2®: 2009-aligned)	
Course.....	ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)	
Course.....	ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2®: 2009-aligned)	
Course.....	ib_prin_a03_it_enus

Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)	
Course.....	ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)	
Course.....	ib_prin_a05_it_enus
Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)	
Course.....	ib_prin_a06_it_enus

### IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management	
Course.....	proj_17_a01_bs_enus
IT Project Management Essentials: Initiating and Planning IT Projects	
Course.....	proj_17_a02_bs_enus
IT Project Management Essentials: Executing IT Projects	
Course.....	proj_17_a03_bs_enus
IT Project Management Essentials: Monitoring and Controlling IT Projects	
Course.....	proj_17_a04_bs_enus
IT Project Management Essentials: Managing Risks in an IT Project	
Course.....	proj_17_a05_bs_enus
IT Project Management Essentials: Testing Deliverables and Closing IT Projects	
Course.....	proj_17_a06_bs_enus

### Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project	
Course.....	proj_18_a01_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract	
Course.....	proj_18_a02_bs_enus
Managing Software Project Outsourcing: Working with the Outsourced Team	
Course.....	proj_18_a03_bs_enus
Managing Software Project Outsourcing: Dealing with Risks	
Course.....	proj_18_a04_bs_enus

### Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	
Course.....	proj_26_a01_bs_enus
Control Project Communications (PMBOK® Guide Fifth Edition)	
Course.....	proj_26_a02_bs_enus

## BUSINESS SKILLS COURSEWARE

### ■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

- Project Stakeholder Management (PMBOK® Guide Fifth Edition)  
Course.....proj\_29\_a01\_bs\_enus  
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)  
Course.....proj\_29\_a02\_bs\_enus

### ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

- Managing Projects within Organizations (PMBOK® Guide Fifth Edition)  
Course.....proj\_19\_a01\_bs\_enus  
Project Management Overview (PMBOK® Guide Fifth Edition)  
Course.....proj\_19\_a02\_bs\_enus  
Project Management Process Groups (PMBOK® Guide Fifth Edition)  
Course.....proj\_19\_a03\_bs\_enus

### ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

- Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)  
Course.....proj\_20\_a01\_bs\_enus  
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)  
Course.....proj\_20\_a02\_bs\_enus  
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)  
Course.....proj\_20\_a03\_bs\_enus  
Capturing, Analyzing, and Managing Lessons Learned  
Course.....proj\_20\_a04\_bs\_enus  
Strategic Alignment and Benefits Realization  
Course.....proj\_20\_a05\_bs\_enus

### ■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

- Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)  
Course.....proj\_21\_a01\_bs\_enus  
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)  
Course.....proj\_21\_a02\_bs\_enus  
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)  
Course.....proj\_21\_a03\_bs\_enus

### ■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

- Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)  
Course.....proj\_22\_a01\_bs\_enus  
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)  
Course.....proj\_22\_a02\_bs\_enus  
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)  
Course.....proj\_22\_a03\_bs\_enus

### ■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Costs (PMBOK® Guide Fifth Edition)  
Course.....proj\_23\_a01\_bs\_enus  
Controlling Project Costs (PMBOK® Guide Fifth Edition)  
Course.....proj\_23\_a02\_bs\_enus

### ■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

- Plan Quality Management (PMBOK® Guide Fifth Edition)  
Course.....proj\_24\_a01\_bs\_enus  
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)  
Course.....proj\_24\_a02\_bs\_enus  
Quality Management for Continuous Improvement  
Course.....proj\_24\_a03\_bs\_enus

### ■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Human Resources (PMBOK® Guide Fifth Edition)  
Course.....proj\_25\_a01\_bs\_enus  
Managing Project Human Resources (PMBOK® Guide Fifth Edition)  
Course.....proj\_25\_a02\_bs\_enus

### ■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

- Risk Management Planning (PMBOK® Guide Fifth Edition)  
Course.....proj\_27\_a01\_bs\_enus  
Identifying Project Risks (PMBOK® Guide Fifth Edition)  
Course.....proj\_27\_a02\_bs\_enus  
Performing Risk Analysis (PMBOK® Guide Fifth Edition)  
Course.....proj\_27\_a03\_bs\_enus

# BUSINESS SKILLS COURSEWARE

Risk Response and Control (PMBOK® Guide Fifth Edition)  
Course ..... proj\_27\_a04\_bs\_enus

Managing Vendor Relationships  
Business Impact Series ..... \_pc\_bi\_pmbi006

Addressing Stakeholder Conflicts  
Business Impact Series ..... \_pc\_bi\_pmbi008

Portfolios, Programs, and Projects: What's the Difference?  
Business Impact Series ..... \_pc\_bi\_pmbi009

Controlling Project Cost  
Business Impact Series ..... \_pc\_bi\_pmbi010

Project Management Essentials  
Challenge Series ..... \_pc\_ch\_lach041

Plan a Bulletproof Project  
Course ..... proj\_30\_a02\_bs\_enus

Get Your Project off the Ground  
Course ..... proj\_30\_a01\_bs\_enus

Lead Your Project Like a Pro  
Course ..... proj\_30\_a03\_bs\_enus

Complete Your Project On-time and On-budget  
Course ..... proj\_30\_a04\_bs\_enus

## ■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)  
Course ..... proj\_28\_a01\_bs\_enus

Managing Procurements (PMBOK® Guide Fifth Edition)  
Course ..... proj\_28\_a02\_bs\_enus

## ■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Core PMI® Values and Ethical Standards  
Course ..... proj\_15\_a02\_bs\_enus

## ■ PRINCE2®: Practitioner

PRINCE2® Practitioner Exam Information  
Course ..... prin\_prac\_a01\_bs\_enus

## ■ Agile Project Management Fundamentals (PMI\_ACP)® aligned

Core PMI® Values and Ethical Standards  
Course ..... proj\_15\_a02\_bs\_enus

Agile Principles, Methodologies, and Mindset  
Course ..... ib\_apmf\_a01\_it\_enus

Agile Planning  
Course ..... ib\_apmf\_a02\_it\_enus

Planning and Monitoring Iterations in Agile Projects  
Course ..... ib\_apmf\_a03\_it\_enus

Engaging Agile Stakeholders and Leading Agile Teams  
Course ..... ib\_apmf\_a04\_it\_enus

## ■ Project Management for Everyone

Managing Projects with No Direct Authority  
Business Impact Series ..... \_pc\_bi\_pmbi001

Ensuring Management Buy-in on a Project  
Business Impact Series ..... \_pc\_bi\_pmbi002

Managing Conflict in Project Teams  
Business Impact Series ..... \_pc\_bi\_pmbi003

Managing Scope on a Project  
Business Impact Series ..... \_pc\_bi\_pmbi004

Weighing the Costs of Project Change  
Business Impact Series ..... \_pc\_bi\_pmbi005

Anticipating and Solving Problems as a Project Champion  
Business Impact Series ..... \_pc\_bi\_pmbi007

## ■ Mentoring Assets

Mentoring PRINCE2: Foundation

Mentoring Assets ..... mntprince2f

Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned

Mentoring Assets ..... mntpmp5ed

Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.

Mentoring Assets ..... mntcapm5ed

Mentoring PRINCE2: Practitioner

Mentoring Assets ..... mntprince2p

## ■ Test Preps

TestPrep PRINCE2®: Foundation

Testprep Exams ..... ib\_prin\_a01\_tp\_enus

TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.

Testprep Exams ..... pm\_capm\_a02\_tp\_enus

TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)

Testprep Exams ..... pm\_proj\_a05\_tp\_enus

TestPrep PRINCE2®: Practitioner

Testprep Exams ..... prin\_prac\_a01\_tp\_enus

# BUSINESS SKILLS COURSEWARE

## PROJECT EFFECTIVENESS

### TEAM BUILDING CURRICULUM

#### ■ Leading Teams

Managing Communications in a Virtual Team	
Business Impact Series .....	_pc.bi.mgbi001
Building Trust Incrementally	
Business Impact Series .....	_pc.bi.lsbi004
Inspiring Your Team	
Business Impact Series .....	_pc.bi.lsbi010
Support Your Leader	
Business Impact Series .....	_pc.bi.pfb010
Leading Teams: Launching a Successful Team	
Course.....	team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines	
Course.....	team_03_a02_bs_enus
Leading Teams: Developing the Team and Its Culture	
Course.....	team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment	
Course.....	team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration	
Course.....	team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance	
Course.....	team_03_a06_bs_enus
Leading Teams: Dealing with Conflict	
Course.....	team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams	
Course.....	team_03_a08_bs_enus
Choosing the Right Team Culture	
Challenge Series .....	_pc.ch_pfch006
Building and Leading Teams	
Challenge Series .....	_pc.ch_lach023
Meeting Team Performance Challenges	
Challenge Series .....	_pc.ch_pach010

#### ■ Optimizing Your Performance On a Team

Power and Politics in Matrixed Teams	
Challenge Series .....	_pc.ch.mgch002
Being an Effective Team Member	
Course.....	team_02_a01_bs_enus
Establishing Team Goals and Responsibilities	
Course.....	team_02_a02_bs_enus
Elements of a Cohesive Team	
Course.....	team_02_a03_bs_enus
Effective Team Communication	
Course.....	team_02_a04_bs_enus

Using Feedback to Improve Team Performance  
Course.....team\_02\_a05\_bs\_enus

## PROJECT EFFECTIVENESS

### BUSINESS ANALYSIS

#### ■ BABOK® v3: Business Analysis Key Concepts

Business Analysis Planning and Monitoring Course.....	ib.cbap.a02_it_enus
Business Analysis Elicitation and Collaboration Course.....	ib.cbap.a03_it_enus
Introduction to Business Analysis Course.....	ib.cbap.a01_it_enus
Business Analysis and Requirements Life Cycle Management Course.....	ib.cbap.a04_it_enus
Business Analysis and Strategy Analysis Course.....	ib.cbap.a05_it_enus
Business Analysis and RADD: Requirements Definition Course.....	ib.cbap.a06_it_enus
Business Analysis and RADD: Design Definition Course.....	ib.cbap.a07_it_enus
Business Analysis and Solution Evaluation Course.....	ib.cbap.a08_it_enus

#### ■ BABOK® v3: Business Analysis Techniques

Analytical Techniques Used for Business Analysis Course.....	ib.cbcp.a01_it_enus
Activities and Tools Used for Business Analysis Course.....	ib.cbcp.a02_it_enus
Documentation and Criteria Used for Business Analysis Course.....	ib.cbcp.a03_it_enus

#### ■ BABOK® v3: Business Analysis Competencies

Business Analysis Competencies: Personal Skills Course.....	ib.cbbp.a01_it_enus
Business Analysis Competencies: Professional Effectiveness Course.....	ib.cbbp.a02_it_enus
Business Analysis Perspectives Course.....	ib.cbbp.a03_it_enus

#### ■ Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competencies Course.....	ib.buap.a01_it_enus
--	---------------------

## BUSINESS SKILLS COURSEWARE

Introduction to Business Analysis Planning Course.....	ib_buap_a02_it_enus
Planning Business Analysis Communication and Monitoring Course.....	ib_buap_a03_it_enus
Business Analysis Requirements Elicitation Course.....	ib_buap_a04_it_enus
Business Analysis Requirements Management and Communication Course.....	ib_buap_a05_it_enus
Business Analysis: Enterprise Analysis Course.....	ib_buap_a06_it_enus
Business Analysis: Introduction to Requirements Analysis Course.....	ib_buap_a07_it_enus
Business Analysis: Verify and Validate Requirements Course.....	ib_buap_a08_it_enus
Business Analysis: Solution Assessment and Validation Course.....	ib_buap_a09_it_enus
Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned	
Final Exams .....	ib_buap_a01_fe_enus

## SALES AND CUSTOMER FACING SKILLS

### SALES CURRICULUM

#### Sales Foundations

Don't Only Go for the Big Fish	
Business Impact Series .....	_pc_bi_spbi009
The Ethics of Gift Giving	
Business Impact Series .....	_pc_bi_spbi014
Using Persuasion Techniques to Boost Sales	
Business Impact Series .....	_pc_bi_spbi018
Introduction to Sales	
Course.....	sale_01_a01_bs_enus
Strategic Sales Planning	
Course.....	sale_01_a02_bs_enus
Preparing for Successful Sales	
Course.....	sale_01_a03_bs_enus
Developing Strong Customer Relationships	
Course.....	sale_01_a04_bs_enus
Working within the Sales Culture of Your Organization	
Course.....	sale_01_a05_bs_enus
Developing a Customer-focused Sales Approach	
Course.....	sale_01_a06_bs_enus
Initiating Discovery Meetings	
Challenge Series .....	_pc_ch_sach001
The Proof Is in the Proposal	
Challenge Series .....	_pc_ch_sach003

Using Customer Knowledge to Advance Sales	
Challenge Series .....	_pc_ch_sach006
Presentations That Get People Talking	
Business Impact Series .....	_pc_bi_sabi003
Get it Together: Organizing Your Sales Approach	
Business Impact Series .....	_pc_bi_sabi002
Building Momentum in Discovery Meetings	
Business Impact Series .....	_pc_bi_sabi011
Appealing to Prospects	
Business Impact Series .....	_pc_bi_sabi012
Getting Your Head around Pipeline Management	
Business Impact Series .....	_pc_bi_sabi013
Prospecting Strategically	
Challenge Series .....	_pc_ch_sach011
Responding to News of a Lost Sale	
Challenge Series .....	_pc_ch_sach017
Educating and Collaborating with Customers	
Business Impact Series .....	_pc_bi_sabi006

#### Sales Negotiations

Negotiation Skills for Sales Professionals: Preparing to Negotiate	
Course.....	sale_02_a01_bs_enus
Negotiation Skills for Sales Professionals: Value Exchange	
Course.....	sale_02_a02_bs_enus
Negotiation Skills for Sales Professionals: Reaching Agreement	
Course.....	sale_02_a03_bs_enus
Negotiating Contract Terms	
Challenge Series .....	_pc_ch_pach001
Communicating Your Company's Value	
Challenge Series .....	_pc_ch_sach004
Turning Obstacles into Opportunities	
Challenge Series .....	_pc_ch_sach005
Negotiating with Your Customer	
Challenge Series .....	_pc_ch_sach009
Talking Value with Your Customers	
Business Impact Series .....	_pc_bi_sabi004
Dealing with Questions, Objections, and Resistance	
Business Impact Series .....	_pc_bi_sabi005
Dealing with Negotiation Challenges	
Business Impact Series .....	_pc_bi_sabi009

#### Solution Selling

Solution Selling: Mastering the Essentials	
Course.....	sale_03_a01_bs_enus
Solution Selling: Meeting an Active Need	
Course.....	sale_03_a02_bs_enus
Solution Selling: Creating New Opportunities	
Course.....	sale_03_a03_bs_enus

## BUSINESS SKILLS COURSEWARE

Turning Potential Customers into Allies	
Challenge Series .....	_pc_ch_sach008
Preparing to Implement Solutions	
Challenge Series .....	_pc_ch_sach010
Managing Implementation Problems	
Business Impact Series .....	_pc_bi_sabi010
Connecting Customers and Solutions	
Business Impact Series .....	_pc_bi_sabi008

Effective Cold Calling	
Business Impact Series .....	_pc_bi_sabi007
Prompting Action through Focused Communication	
Business Impact Series .....	_pc_bi_sabi014
Regaining Your Customer's Trust	
Business Impact Series .....	_pc_bi_sabi015
Managing a Sales Pipeline	
Challenge Series .....	_pc_ch_sach012
Demonstrating Business Acumen	
Challenge Series .....	_pc_ch_sach013
Talking about the Competition	
Business Impact Series .....	_pc_bi_sabi017
Selling with Trust	
Challenge Series .....	_pc_ch_sach014
Responding to Bad News	
Business Impact Series .....	_pc_bi_sabi018
Using Competitive Selling Skills	
Challenge Series .....	_pc_ch_sach016
Communicating a High-impact Business Case	
Business Impact Series .....	_pc_bi_sabi019
Making the Cold Call	
Business Impact Series .....	_pc_bi_sabi020
Aligning Your Business Case to Customer Priorities	
Challenge Series .....	_pc_ch_sach018
Effective Sales Coaching	
Challenge Series .....	_pc_ch_sach020

### Strategic Account Sales Skills

Selling to Key Players	
Business Impact Series .....	_pc_bi_spbi001
Planning for Effective Selling	
Business Impact Series .....	_pc_bi_spbi004
Building Profitable Customer Relationships	
Business Impact Series .....	_pc_bi_spbi017
Crafting Sales Strategies	
Challenge Series .....	_pc_ch_spch002
Performance Payout Plans	
Challenge Series .....	_pc_ch_spch004
Sales and Marketing: Two Sides of the Same Coin?	
Business Impact Series .....	_pc_bi_spbi011
Connecting the Dots: Insightful Account Management	
Business Impact Series .....	_pc_bi_sabi016
Succeeding in Account Management	
Challenge Series .....	_pc_ch_sach015

## SALES AND CUSTOMER FACING SKILLS

### CUSTOMER SERVICE CURRICULUM

#### Frontline Call Center Skills

The Importance of Call Tracking and Ticketing	
Business Impact Series .....	_pc_bi_ctbi003
Creating an Effective On-hold Message	
Business Impact Series .....	_pc_bi_ctbi008
Aligning Agent Behaviors with Caller Types	
Business Impact Series .....	_pc_bi_ctbi010

#### Inbound Call Center Management

Converting a Call Center to a Profit Center	
Business Impact Series .....	_pc_bi_ctbi001
Managing Your Call Center More Efficiently	
Business Impact Series .....	_pc_bi_ctbi002
Customer Service Training - The Interview and Beyond	
Business Impact Series .....	_pc_bi_ctbi004
Disaster Recovery - Keeping the Lines Open	
Business Impact Series .....	_pc_bi_ctbi005

### Sales Management

Storming: Developing and Leading Your Sales Team	
Business Impact Series .....	_pc_bi_spbi003
Sales Support Roles for Better Customer Interaction	
Business Impact Series .....	_pc_bi_spbi007
Succeeding in Account Management	
Challenge Series .....	_pc_ch_sach015
Gaining Access through Cold Calls	
Challenge Series .....	_pc_ch_sach019
Overcoming Resistance to Coaching	
Business Impact Series .....	_pc_bi_sabi021

Turning Potential Customers into Allies	
Challenge Series .....	_pc_ch_sach008
Preparing to Implement Solutions	
Challenge Series .....	_pc_ch_sach010
Managing Implementation Problems	
Business Impact Series .....	_pc_bi_sabi010
Connecting Customers and Solutions	
Business Impact Series .....	_pc_bi_sabi008
Effective Cold Calling	
Business Impact Series .....	_pc_bi_sabi007
Prompting Action through Focused Communication	
Business Impact Series .....	_pc_bi_sabi014
Regaining Your Customer's Trust	
Business Impact Series .....	_pc_bi_sabi015
Managing a Sales Pipeline	
Challenge Series .....	_pc_ch_sach012
Demonstrating Business Acumen	
Challenge Series .....	_pc_ch_sach013
Talking about the Competition	
Business Impact Series .....	_pc_bi_sabi017
Selling with Trust	
Challenge Series .....	_pc_ch_sach014
Responding to Bad News	
Business Impact Series .....	_pc_bi_sabi018
Using Competitive Selling Skills	
Challenge Series .....	_pc_ch_sach016
Communicating a High-impact Business Case	
Business Impact Series .....	_pc_bi_sabi019
Making the Cold Call	
Business Impact Series .....	_pc_bi_sabi020
Aligning Your Business Case to Customer Priorities	
Challenge Series .....	_pc_ch_sach018
Effective Sales Coaching	
Challenge Series .....	_pc_ch_sach020

### Essential Selling Skills

Essential Selling Skills: Mastering Cold Calling	
Course .....	_sale_05_a01_bs_enus
Essential Selling Skills: Qualifying Sales Prospects	
Course .....	_sale_05_a02_bs_enus
Essential Selling Skills: Closing the Sale	
Course .....	_sale_05_a03_bs_enus
Getting Organized to Meet Your Sales Goals	
Challenge Series .....	_pc_ch_sach002
Making Contact: Access Strategies	
Challenge Series .....	_pc_ch_sach007

# BUSINESS SKILLS COURSEWARE

Preventing Agent Absenteeism through Better Working Conditions  
Business Impact Series ..... \_pc\_bi\_ctbi006  
Prioritizing Rewards and Recognition in Call Centers  
Business Impact Series ..... \_pc\_bi\_ctbi011

Dealing with Irrational Customers and Escalating Complaints Course ..... cust\_08\_a04\_bs\_enus

## ■ Customer Service Fundamentals

Aligning Performance to Key Indicators  
Business Impact Series ..... \_pc\_bi\_ctbi007  
Customer Service Fundamentals: Building Rapport in Customer Relationships  
Course ..... cust\_09\_a01\_bs\_enus  
Customer Service in the Field  
Course ..... cust\_09\_a02\_bs\_enus  
Customer Service over the Phone  
Course ..... cust\_09\_a03\_bs\_enus  
Internal Customer Service  
Course ..... cust\_09\_a04\_bs\_enus  
Customer Service Confrontation and Conflict  
Course ..... cust\_09\_a05\_bs\_enus  
Shaping the Direction of Customer Service in Your Organization  
Course ..... cust\_09\_a06\_bs\_enus  
The Angry Caller: What's Your Plan?  
Business Impact Series ..... \_pc\_bi\_spbi016

## ■ Customer Focus

Listening to Your Customers  
Business Impact Series ..... \_pc\_bi\_spbi002  
Creating a Customer-focused Organization  
Challenge Series ..... \_pc\_ch\_lach020  
Identifying and Managing Customer Expectations  
Course ..... cust\_10\_a01\_bs\_enus  
Creating and Sustaining a Customer-focused Organization  
Course ..... cust\_10\_a02\_bs\_enus  
Customer-focused Interaction  
Course ..... cust\_10\_a03\_bs\_enus  
Developing Your Customer Focus  
Challenge Series ..... \_pc\_ch\_pach009

## ■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR)  
Course ..... cust\_06\_a01\_bs\_enus  
Support Center Services and Work Environment  
Course ..... cust\_06\_a02\_bs\_enus  
Team and Customer Relationships  
Course ..... cust\_06\_a03\_bs\_enus

## ■ Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships  
Course ..... cust\_11\_a01\_bs\_enus  
Customer Advocacy: Enhancing the Customer Experience  
Course ..... cust\_11\_a02\_bs\_enus  
Customer Advocacy: Supporting Customer Advocacy  
Course ..... cust\_11\_a03\_bs\_enus

## ■ Customer Service Representative, Skills

Customer Interactions  
Course ..... cust\_07\_a01\_bs\_enus  
Conflict, Stress, and Time Management  
Course ..... cust\_07\_a03\_bs\_enus  
Communication Skills  
Course ..... cust\_07\_a02\_bs\_enus

## ■ Customer Service Representative, Process

Customer Service Processes and Procedures  
Course ..... cust\_08\_a01\_bs\_enus  
Quality in a Support Center  
Course ..... cust\_08\_a02\_bs\_enus  
Support Center Tools, Technologies and Metrics  
Course ..... cust\_08\_a03\_bs\_enus

## ■ ITIL® 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle  
Course ..... ib\_itlv\_a01\_it\_enus  
ITIL® 2011 Edition Foundation: Service Design Fundamentals  
Course ..... ib\_itlv\_a04\_it\_enus  
ITIL® 2011 Edition Foundation: Service Strategy Processes  
Course ..... ib\_itlv\_a03\_it\_enus  
ITIL® 2011 Edition Foundation: Introduction to Service Operation  
Course ..... ib\_itlv\_a07\_it\_enus  
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals  
Course ..... ib\_itlv\_a02\_it\_enus  
ITIL® 2011 Edition Foundation: Service Design Processes  
Course ..... ib\_itlv\_a05\_it\_enus  
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies  
Course ..... ib\_itlv\_a06\_it\_enus

## BUSINESS SKILLS COURSEWARE

ITIL® 2011 Edition Foundation: Service Operation Processes Course.....	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement Course.....	ib_itlv_a09_it_enus

ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing Course.....	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions Course.....	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities Course.....	ib_iosb_a13_it_enus

## SALES AND CUSTOMER FACING SKILLS

### INDUSTRY FOUNDATIONS

#### Industry Overviews

The Telecommunications Industry Overview: Version 4 Course.....	indo_01_a11_bs_enus
The Health Care Industry Overview: Version 4 Course.....	indo_01_a12_bs_enus
The Insurance Industry Overview: Version 4 Course.....	indo_01_a13_bs_enus
The Banking Industry Overview: Version 4 Course.....	indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 4 Course.....	indo_01_a15_bs_enus
The Retail Industry Overview: Version 4 Course.....	indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 3 Course.....	indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 5 Course.....	indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 3 Course.....	indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 4 Course.....	indo_01_a20_bs_enus
The Education Industry Overview: Version 2 Course.....	indo_01_a21_bs_enus
The Utilities Industry Overview: Version 2 Course.....	indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 2 Course.....	indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 2 Course.....	indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 2 Course.....	indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 2 Course.....	indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 2 Course.....	indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 2 Course.....	indo_01_a28_bs_enus

#### ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture Course.....	ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits Course.....	ib_ovvx_a03_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework Course.....	ib_ovvx_a02_it_enus

## SALES AND CUSTOMER FACING SKILLS

### INDUSTRY FOUNDATIONS

#### Industry Overviews

ITIL® 2011 Edition OSA: Introduction to Incident Management Course.....	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis Course.....	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management Course.....	ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations Course.....	ib_iosb_a14_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions Course.....	ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment Course.....	ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges Course.....	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management Course.....	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges Course.....	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management Course.....	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk Course.....	ib_iosb_a10_it_enus

## BUSINESS SKILLS COURSEWARE

- The Automotive Industry Overview: Version 3  
Course.....indo\_01\_a29\_bs\_enus
- The Food and Beverage Industry Overview: Version 4  
Course.....indo\_01\_a30\_bs\_enus
- The Agriculture Industry Overview: Version 4  
Course .....indo\_01\_a31\_bs\_enus

## SALES AND CUSTOMER FACING SKILLS

### TESTPREPS

#### ■ Test Preps

- TestPrep ITIL Foundation  
Testprep Exams .....ib\_itlv\_a01\_tp\_enus

## SALES AND CUSTOMER FACING SKILLS

### MENTORING ASSETS

#### ■ Mentoring Assets

- Mentoring ITIL Foundation  
Mentoring Assets .....mntitv3f

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

## ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

### Workplace Health and Safety

Access to Employee Medical and Exposure Records	
Course.....	esh_sah_a35_sh_enus
Accident Investigation and Reporting	
Course.....	esh_sah_a62_sh_enus
Aerial Work Platforms	
Course.....	esh_sah_b66_sh_enus
Ammonia Safety	
Course.....	esh_sah_b48_sh_enus
Asbestos	
Course.....	esh_sah_a37_sh_enus
Back Safety and Injury Prevention	
Course.....	esh_sah_a23_sh_enus
Behavior-based Safety for Supervisors	
Course.....	esh_sah_a71_sh_enus
Benzene Awareness	
Course.....	esh_sah_a14_sh_enus
Bloodborne Pathogen Awareness	
Course.....	esh_sah_b19_sh_enus
Carcinogen Safety	
Course.....	esh_sah_a81_sh_enus
Chemical Process Safety	
Course.....	esh_sah_a82_sh_enus
Chemical Process Safety Management	
Course.....	esh_sah_b51_sh_enus
Chlorine Safety	
Course.....	esh_sah_a03_sh_enus
Cold Stress	
Course.....	esh_sah_a50_sh_enus
Combustible Dust	
Course.....	esh_sah_b46_sh_enus
Compressed Gas Safety	
Course.....	esh_sah_a55_sh_enus
Computer Ergonomics	
Course.....	esh_sah_a63_sh_enus
Confined Spaces	
Course.....	esh_sah_a28_sh_enus
Confined Spaces in Construction	
Course.....	ehs_hsf_a05_sh_enus

Construction Safety Orientation Course.....	esh_sah_a84_sh_enus
Contractor Safety Course.....	ehs_hsf_a57_sh_enus
Crane Signaling and Communications Course.....	esh_sah_b67_sh_enus
Cryogenic Safety Course.....	esh_sah_a04_sh_enus
Disaster Site Workers Course.....	ehs_hsf_a60_sh_enus
Electrical Safety Course.....	esh_sah_b15_sh_enus
Electrostatic Discharge Safety Training Course.....	esh_sah_a07_sh_enus
Emergency and Disaster Preparedness Course.....	esh_sah_b18_sh_enus
Emergency Response in the Workplace Course.....	esh_sah_b27_sh_enus
Ergonomics in the Workplace Course.....	esh_sah_b25_sh_enus
Fall Protection Course.....	esh_sah_b22_sh_enus
Fire Safety and Prevention Course.....	esh_sah_b20_sh_enus
First Aid: Automated External Defibrillator Course.....	esh_sah_a72_sh_enus
First Aid: Basic Course.....	esh_sah_b34_sh_enus
First Aid: CPR Course.....	esh_sah_a73_sh_enus
First Aid: CPR (Compression-only) Course.....	ehs_hsf_a50_sh_enus
First Aid: Medical Emergencies Course.....	esh_sah_a74_sh_enus
Flammable Liquids Course.....	ehs_hsf_a08_sh_enus
Forklift Operation 1: Safety Inspection and Maintenance Course.....	esh_sah_b76_sh_enus
Forklift Operation 2: Stability and Capacity Course.....	esh_sah_b78_sh_enus
Forklift Operation 3: Load Handling Course.....	esh_sah_b77_sh_enus
Forklift Operation 4: Traveling and Maneuvering Course.....	esh_sah_b79_sh_enus
Forklift Safety Awareness Course.....	esh_sah_b28_sh_enus
Globally Harmonized System of Classification and Labeling of Chemicals (GHS) Course.....	esh_sah_a56_sh_enus
Hand and Power Tool Safety Course.....	esh_sah_b33_sh_enus

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Hazard Communication: An Employee's Right to Know Course.....	esh_sah_b23_sh_enus	Mobile Crane Operator Safety Course.....	esh_sah_b68_sh_enus
Hazardous Material Handling and Storage Course.....	esh_sah_a20_sh_enus	Mold Awareness Course.....	esh_sah_a01_sh_enus
Hazardous Materials in the Workplace Course.....	esh_sah_a36_sh_enus	NFPA 70E Electrical Safety in the Workplace 2015 Edition Course.....	ehs_hsf_a01_sh_enus
Hazards to Outdoor Workers Course.....	esh_sah_b47_sh_enus	Non-Ionizing Radiation Safety Course.....	esh_sah_a09_sh_enus
Hearing Conservation Course.....	esh_sah_b24_sh_enus	Nuisance Dust Course.....	ehs_hsf_a61_sh_enus
Heat Stress Recognition and Prevention Course.....	esh_sah_a39_sh_enus	Office Ergonomics Course.....	esh_sah_a64_sh_enus
Hexavalent Chromium Course.....	esh_sah_a41_sh_enus	Office Safety Course.....	esh_sah_b83_sh_enus
Hot Work Permits Course.....	esh_sah_a51_sh_enus	OSHA 300 Recordkeeping Course.....	esh_sah_a83_sh_enus
Hydrogen Sulfide Course.....	esh_sah_a86_sh_enus	Pandemic Flu Awareness Course.....	esh_sah_a10_sh_enus
Indoor Hoisting and Rigging Course.....	esh_sah_a60_sh_enus	Personal Protective Equipment: Body Protection Course.....	esh_sah_a66_sh_enus
Industrial Ergonomics Course.....	esh_sah_b30_sh_enus	Portable Fire Extinguishers Course.....	esh_sah_a42_sh_enus
Infectious Diseases Course.....	ehs_hsf_a02_sh_enus	Powered Industrial Truck Safety Course.....	esh_sah_b84_sh_enus
Injury and Illness Prevention Program (I2P2) Course.....	esh_sah_b50_sh_enus	PPE: Eye and Face Protection Course.....	esh_sah_a68_sh_enus
Introduction to Industrial Hygiene Course.....	esh_sah_a15_sh_enus	PPE: Foot and Leg Protection Course.....	esh_sah_a67_sh_enus
Isocyanates Course.....	Esh_sah_b89_sh_enus	PPE: Hand Protection Course.....	esh_sah_a70_sh_enus
Job Hazard Analysis Course.....	esh_sah_b29_sh_enus	PPE: Head Protection Course.....	esh_sah_a69_sh_enus
Laboratory Safety Course.....	esh_sah_a85_sh_enus	PPE: Personal Protective Equipment Course.....	esh_sah_a17_sh_enus
Ladder Safety Course.....	esh_sah_b31_sh_enus	Radiation Safety Course.....	esh_sah_a90_sh_enus
Laser Safety Training Course.....	esh_sah_a87_sh_enus	Radio Frequency Safety for Communications Workers Course.....	esh_sah_b49_sh_enus
Lead and Cadmium Course.....	esh_sah_a02_sh_enus	Regulatory Information Course.....	esh_sah_a91_sh_enus
Lead Awareness in Construction Course.....	esh_sah_b93_sh_enus	Respiratory Protection Course.....	esh_sah_b26_sh_enus
Lead Awareness in General Industry Course.....	Esh_sah_b88_sh_enus	Retail Safety Course.....	ehs_hsf_a04_sh_enus
Liquefied Petroleum Gas (LPG) Safety Course.....	esh_sah_a89_sh_enus	Rigging Equipment and Inspection Course.....	esh_sah_b82_sh_enus
Lockout/Tagout Course.....	esh_sah_b17_sh_enus	Safe Work Practices Course.....	esh_sah_a52_sh_enus
Lockout/Tagout for Authorized Persons Course.....	esh_sah_a08_sh_enus	Safety at Work: A Systematic Approach Course.....	ehs_hsf_a07_sh_enus
Machine Guarding Course.....	esh_sah_b16_sh_enus		

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Safety Data Sheets	
Course.....	esh_sah_a77_sh_enus
Scaffolding and Ladder Safety	
Course.....	esh_sah_a32_sh_enus
Scissor Lifts	
Course.....	esh_sah_b65_sh_enus
Signs and Tags	
Course.....	esh_sah_a45_sh_enus
Silica	
Course.....	esh_sah_b80_sh_enus
Slips, Trips, and Falls	
Course.....	esh_sah_b32_sh_enus
Sprains and Strains	
Course.....	esh_sah_a11_sh_enus
Stop Work Authority	
Course.....	ehs_hsf_a55_sh_enus
Toxic Substances Control Act (TSCA)	
Course.....	ehs_hsf_a63_sh_enus
Trenching and Excavation Safety	
Course.....	esh_sah_a54_sh_enus
Tuberculosis: Prevention and Control	
Course.....	esh_sah_a92_sh_enus
Warehouse Safety	
Course.....	esh_sah_b81_sh_enus
Welding, Cutting, and Brazing	
Course.....	esh_sah_a61_sh_enus
Working Alone – Safety Awareness	
Course.....	ehs_hsf_a70_sh_enus
Workplace Inspections	
Course.....	esh_sah_a40_sh_enus
Workplace Safety Orientation	
Course.....	esh_sah_a65_sh_enus

Flaggers - Cal/OSHA	
Course.....	ehs_cal_a16_sh_enus
Forklift Safety Awareness - Cal/OSHA	
Course.....	ehs_cal_a19_sh_enus
Hazard Communication – Cal/OSHA	
Course.....	ehs_cal_a06_sh_enus
Hearing Conservation – Cal/OSHA	
Course.....	ehs_cal_a05_sh_enus
Heat Illness Prevention – Cal/OSHA	
Course.....	ehs_cal_a07_sh_enus
Injury and Illness Prevention Program – Cal/OSHA	
Course.....	ehs_cal_a09_sh_enus
Introduction to OSHA	
Course.....	ehs_hsf_a54_sh_enus
Laboratory Safety - Cal/OSHA	
Course.....	ehs_cal_a20_sh_enus
Lockout/Tagout - Cal/OSHA	
Course.....	ehs_cal_a17_sh_enus
Office Safety – Cal/OSHA	
Course.....	ehs_cal_a04_sh_enus
Respiratory Protection - Cal/OSHA	
Course.....	ehs_cal_a21_sh_enus
Slips, Trips, and Falls – Cal/OSHA	
Course.....	ehs_cal_a11_sh_enus
Trenching and Excavation Safety – Cal/OSHA	
Course.....	ehs_cal_a12_sh_enus
PPE: Personal Protective Equipment – Cal/OSHA	
Course.....	ehs_cal_a18_sh_enus

## Cal/OSHA Workplace Health and Safety

Accident Investigation - Cal/OSHA	
Course.....	ehs_cal_a14_sh_enus
Asbestos – Cal/OSHA	
Course.....	ehs_cal_a01_sh_enus
Bloodborne Pathogens Awareness – Cal/OSHA	
Course.....	ehs_cal_a03_sh_enus
Confined Spaces -- Cal/OSHA	
Course.....	ehs_cal_a10_sh_enus
Electrical Safety – Cal/OSHA	
Course.....	ehs_cal_a02_sh_enus
Emergency and Disaster Preparedness - Cal/OSHA	
Course.....	ehs_cal_a15_sh_enus
Ergonomics – Cal/OSHA	
Course.....	ehs_cal_a08_sh_enus
Fall Protection - Cal/OSHA	
Course.....	ehs_cal_a13_sh_enus

## **Hazardous Waste Operations and Emergency Response Annual 8-hour Refresher Module**

Decontamination (HAZWOPER)	
Course.....	esh_sah_b06_sh_enus
Emergency Response and Spill Control (HAZWOPER)	
Course.....	esh_sah_b07_sh_enus
Fire and Explosion Hazards (HAZWOPER)	
Course.....	esh_sah_b08_sh_enus
Hazard Communication (HAZWOPER)	
Course.....	esh_sah_a80_sh_enus
Heat and Cold Exposure Management (HAZWOPER)	
Course.....	esh_sah_b09_sh_enus
Personal Protective Equipment (HAZWOPER)	
Course.....	esh_sah_b14_sh_enus
Regulatory Overview (HAZWOPER)	
Course.....	esh_sah_b10_sh_enus
Site Control (HAZWOPER)	
Course.....	esh_sah_b11_sh_enus
Site Safety and Health Plan Procedures (HAZWOPER)	
Course.....	esh_sah_b12_sh_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Toxicology (HAZWOPER)  
Course.....esh\_sah\_b13\_sh\_enus

Packaging Small Quantities  
Course.....ehs\_trn\_a01\_sh\_enus

Hazardous Materials: Shipping Lithium Batteries under DOT Exemptions  
Course.....ehs\_trn\_a03\_sh\_enus

Hazardous Weather Driving for Commercial Vehicle Operators  
Course.....esh\_sah\_b72\_sh\_enus

Infectious Materials Transportation  
Course.....ehs\_trn\_a04\_sh\_enus

Loading Dock Safety  
Course.....esh\_sah\_b75\_sh\_enus

Negotiating Hazards for Commercial Vehicles  
Course.....esh\_sah\_b74\_sh\_enus

Safe Vehicle Backing  
Course.....esh\_sah\_a76\_sh\_enus

Trailer Coupling and Uncoupling  
Course.....esh\_sah\_b69\_sh\_enus

Urban Driving  
Course.....esh\_sah\_b59\_sh\_enus

## Environmental

Biosafety Hazardous Waste Handling and Disposal  
Course.....ehs\_hsf\_a62\_sh\_enus

Environmental Management Systems (EMS)  
Course.....esh\_env\_a01\_sh\_enus

Environmental Regulations Overview  
Course.....esh\_sah\_a99\_sh\_enus

Hazardous Waste Generator (RCRA)  
Course.....esh\_sah\_a34\_sh\_enus

Ozone-depleting Chemicals  
Course.....ehs\_hsf\_a80\_sh\_enus

Spill Prevention and Control  
Course.....esh\_sah\_b01\_sh\_enus

Spill Prevention, Control, and Countermeasure Plan  
Course.....esh\_sah\_b02\_sh\_enus

Storm Water Pollution Prevention  
Course.....esh\_sah\_b03\_sh\_enus

Universal Waste Rule Training  
Course.....esh\_sah\_b04\_sh\_enus

Used Oil Management  
Course.....esh\_sah\_b05\_sh\_enus

Waste Minimization and Pollution Prevention for Employees  
Course.....esh\_env\_a02\_sh\_enus

## Transportation - Safe Driving

Accident Procedures Involving Large Vehicles  
Course.....esh\_sah\_b52\_sh\_enus

DOT: Air Brakes  
Course.....esh\_sah\_b53\_sh\_enus

Collision Avoidance  
Course.....esh\_sah\_b54\_sh\_enus

DOT: Cross-border Requirements (US and Canada)  
Course.....ehs\_trn\_a02\_sh\_enus

Defensive Driving  
Course.....esh\_sah\_b45\_sh\_enus

DOT: CSA Fundamentals  
Course.....esh\_sah\_b60\_sh\_enus

Defensive Driving Fundamentals  
Course.....esh\_sah\_b21\_sh\_enus

DOT: Drug and Alcohol Awareness  
Course.....esh\_trns\_a01\_sh\_enus

Defensive Driving: Truck Safety  
Course.....esh\_sah\_a12\_sh\_enus

DOT: Hours of Service  
Course.....esh\_sah\_b57\_sh\_enus

Distracted Driving  
Course.....esh\_sah\_b55\_sh\_enus

DOT: Inspections  
Course.....esh\_sah\_b73\_sh\_enus

Emergency Situations While Driving  
Course.....esh\_sah\_b56\_sh\_enus

DOT: Security for Shipment of Hazardous Materials  
Course.....esh\_trns\_a02\_sh\_enus

Ergonomics and Injury Prevention for Commercial Vehicle Operators  
Course.....esh\_sah\_b70\_sh\_enus

DOT 1: Hazardous Materials Table  
Course.....esh\_sah\_b41\_sh\_enus

Flagging Safety  
Course.....esh\_sah\_a75\_sh\_enus

DOT 2: Packaging, Labeling, Marking, and Placarding  
Course.....esh\_sah\_b42\_sh\_enus

Flatbed Cargo Securement  
Course.....esh\_sah\_b71\_sh\_enus

DOT 3: Shipping Papers  
Course.....esh\_sah\_b43\_sh\_enus

DOT 4: Loading and Storage  
Course.....esh\_sah\_b44\_sh\_enus

## Federal Motor Carrier Safety

DOT: Air Brakes  
Course.....esh\_sah\_b53\_sh\_enus

## Hazardous Materials Transportation by Road

DOT: Cross-border Requirements (US and Canada)  
Course.....ehs\_trn\_a02\_sh\_enus

DOT 1: Hazardous Materials Table  
Course.....esh\_sah\_b41\_sh\_enus

DOT 2: Packaging, Labeling, Marking, and Placarding  
Course.....esh\_sah\_b42\_sh\_enus

DOT 3: Shipping Papers  
Course.....esh\_sah\_b43\_sh\_enus

DOT 4: Loading and Storage  
Course.....esh\_sah\_b44\_sh\_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

## Hazardous Materials Transportation by Air

IATA 1: Hazard Class Identification/Classification Course.....	esh_sah_a94_sh_enus
IATA 2: Marking and Labeling Course.....	esh_sah_a95_sh_enus
IATA 3: Packaging Course.....	esh_sah_a96_sh_enus
IATA 4: Documentation Course.....	esh_sah_a97_sh_enus
IATA 5: Limitations and Shipment Review Course.....	esh_sah_a98_sh_enus

## Dangerous Goods Shipment by Sea

IMDG 1: Introduction, General Provisions, and Classifications Course.....	esh_sah_a57_sh_enus
IMDG 2: Dangerous Goods List, Special Provisions and Exceptions Course.....	esh_sah_a58_sh_enus
IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation Course.....	esh_sah_a59_sh_enus
IMDG 4: Loading, Unloading, and Offering Dangerous Goods Course.....	esh_sah_a79_sh_enus

## Security

NFPA 1600 Disaster/Emergency Management Course.....	esh_sec_a01_sh_enus
NFPA 1600 Business Continuity Programs Course.....	esh_sec_a02_sh_enus
Active Shooter Course.....	esh_sah_b92_sh_enus
Business Travel Safety and Security Course.....	ehs_sec_a02_sh_enus
Security Personnel: Responding to Potential Threats Course.....	ehs_sec_a04_sh_enus
Active Shooter – Campus Course.....	ehs_sec_a03_sh_enus
Campus Safety Course.....	ehs_sec_a01_sh_enus
Workplace Security Awareness Course.....	esh_sah_a93_sh_enus

## Global Safety Principles

Global Safety Principles: Back Safety and Injury Prevention Course.....	ehs_ged_a01_sh_enus
---	---------------------

## Global Safety Principles: Bloodborne Pathogen Awareness

Course..... ehs\_ged\_a02\_sh\_enus

Global Safety Principles: Fire Safety and Prevention Course..... ehs\_ged\_a03\_sh\_enus

Global Safety Principles: Hazard Communication: An Employee's Right to Know Course..... ehs\_ged\_a04\_sh\_enus

Global Safety Principles: Hearing Conservation Course..... ehs\_ged\_a05\_sh\_enus

Global Safety Principles: Indoor Hoisting and Rigging Course..... ehs\_ged\_a06\_sh\_enus

Global Safety Principles: Industrial Ergonomics Course..... ehs\_ged\_a07\_sh\_enus

Global Safety Principles: Lockout/Tagout Course..... ehs\_ged\_a08\_sh\_enus

Global Safety Principles: Office Ergonomics Course..... ehs\_ged\_a09\_sh\_enus

Global Safety Principles: PPE: Personal Protective Equipment Course..... ehs\_ged\_a10\_sh\_enus

Global Safety Principles: Respiratory Protection Course..... ehs\_ged\_a11\_sh\_enus

## Compliance Impact Series

Hazard Communication Impact: Safety Data Sheets Business Impact Series ..... \_pc\_bi\_shbi025

Hazard Communication Impact: Reducing and Eliminating Contact with Chemicals Business Impact Series ..... \_pc\_bi\_shbi026

Hazard Communication Impact: Routes of Chemical Entry Business Impact Series ..... \_pc\_bi\_shbi021

Hazard Communication Impact: Health Hazards Business Impact Series ..... \_pc\_bi\_shbi023

Hazard Communication Impact: Warning Labels Business Impact Series ..... \_pc\_bi\_shbi024

Hazard Communication Impact: Physical Hazards Business Impact Series ..... \_pc\_bi\_shbi022

Hearing Conservation Impact: Effects of Noise on Hearing Business Impact Series ..... \_pc\_bi\_shbi027

Hearing Conservation Impact: Monitoring, Testing, and Training Business Impact Series ..... \_pc\_bi\_shbi028

Safety Principles Impact: Accident Factors Business Impact Series ..... \_pc\_bi\_shbi001

Safety Principles Impact: Safe Work Habits and Behaviors Business Impact Series ..... \_pc\_bi\_shbi002

Safety Principles Impact: Safety Awareness Business Impact Series ..... \_pc\_bi\_shbi003

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Safety Principles Impact: Accident Investigation	Spill Response and Control Impact: Defining Hazardous Materials
Business Impact Series ..... _pc.bi.shbi005	Business Impact Series ..... _pc.bi.shbi070
Safety Principles Impact: Near Misses	Spill Response and Control Impact: Work Practices to Prevent Spills
Business Impact Series ..... _pc.bi.shbi006	Business Impact Series ..... _pc.bi.shbi071
Safety Principles Impact: Stop Work Authority	Spill Response and Control Impact: Responding to a Spill
Business Impact Series ..... _pc.bi.shbi007	Business Impact Series ..... _pc.bi.shbi072
Safety Principles Impact: Reporting an Accident	Spill Response and Control Impact: Boundaries When Hazards Are Present
Business Impact Series ..... _pc.bi.shbi004	Business Impact Series ..... _pc.bi.shbi073
Ergonomics Impact: Workplace Programs	Spill Response and Control Impact: Hazardous Spill Sizes
Business Impact Series ..... _pc.bi.shbi020	Business Impact Series ..... _pc.bi.shbi074
Ergonomics Impact: Computer Ergonomics	Spill Response and Control Impact: Responsibilities During a Spill
Business Impact Series ..... _pc.bi.shbi015	Business Impact Series ..... _pc.bi.shbi075
Ergonomics Impact: Musculoskeletal Disorders	Cold Stress Impact: Symptoms
Business Impact Series ..... _pc.bi.shbi016	Business Impact Series ..... _pc.bi.shbi082
Ergonomics Impact: Engineering Controls	Cold Stress Impact: Treatment
Business Impact Series ..... _pc.bi.shbi017	Business Impact Series ..... _pc.bi.shbi083
Ergonomics Impact: Furniture and Equipment	Cold Stress Impact: Precautions and Safe Work Practices
Business Impact Series ..... _pc.bi.shbi018	Business Impact Series ..... _pc.bi.shbi084
Ergonomics Impact: Administrative Controls	Heat Stress Impact: Symptoms
Business Impact Series ..... _pc.bi.shbi019	Business Impact Series ..... _pc.bi.shbi085
OSHA Recordkeeping Impact: Required Reporting	Heat Stress Impact: Treatment
Business Impact Series ..... _pc.bi.shbi008	Business Impact Series ..... _pc.bi.shbi086
OSHA Recordkeeping Impact: Recordable Cases	Heat Stress Impact: Precautions and Safe Work Practices
Business Impact Series ..... _pc.bi.shbi009	Business Impact Series ..... _pc.bi.shbi087
OSHA Recordkeeping Impact: OSHA's Form 300	Slips, Trips, and Falls Impact: Identifying Fall Hazards
Business Impact Series ..... _pc.bi.shbi010	Business Impact Series ..... _pc.bi.shbi107
OSHA Recordkeeping Impact: OSHA's Form 300A	Slips, Trips, and Falls Impact: Preventing Injuries on Ladders
Business Impact Series ..... _pc.bi.shbi011	Business Impact Series ..... _pc.bi.shbi108
Hearing Conservation Impact: Selection, Use, and Care	Slips, Trips, and Falls Impact: Minimizing Walking and Working Surface Hazards
Business Impact Series ..... _pc.bi.shbi029	Business Impact Series ..... _pc.bi.shbi109
Hearing Conservation Impact: Types of Hearing Protection	Slips, Trips, and Falls Impact: Fall Prevention Techniques and Methods
Business Impact Series ..... _pc.bi.shbi030	Business Impact Series ..... _pc.bi.shbi112
Hearing Conservation Impact: Precautions When Using Hearing Protection	Hazardous Material Handling and Storage Impact: Lifting Techniques
Business Impact Series ..... _pc.bi.shbi031	Business Impact Series ..... _pc.bi.shbi120
Hearing Conservation Impact: Engineering and Administrative Controls	Hazardous Material Handling and Storage Impact: Drum and Container Hazards
Business Impact Series ..... _pc.bi.shbi032	Business Impact Series ..... _pc.bi.shbi121
Fall Protection Impact: Common Trip Hazards	Hazardous Material Handling and Storage Impact: Handling Drums and Containers
Business Impact Series ..... _pc.bi.shbi047	Business Impact Series ..... _pc.bi.shbi122
Fall Protection Impact: Techniques and Methods	
Business Impact Series ..... _pc.bi.shbi048	
Fall Protection Impact: Equipment Guidelines	
Business Impact Series ..... _pc.bi.shbi049	
Fall Protection Impact: Safety Monitoring and Other Protective Systems	
Business Impact Series ..... _pc.bi.shbi050	
Fall Protection Impact: Other Aspects of Fall Protection	
Business Impact Series ..... _pc.bi.shbi051	
Fall Protection Impact: Fall Hazards	
Business Impact Series ..... _pc.bi.shbi046	

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Hazardous Material Handling and Storage Impact: Handling Gas Cylinders Business Impact Series ..... _pc_bi_shbi123	Hand and Power Tool Safety Impact: Hazards and Controls Business Impact Series ..... _pc_bi_shbi064
Hazardous Material Handling and Storage Impact: Transporting Gas Cylinders Business Impact Series ..... _pc_bi_shbi124	Hand and Power Tool Safety Impact: Pneumatic Tools Business Impact Series ..... _pc_bi_shbi066
Hazardous Material Handling and Storage Impact: Routine Maintenance Business Impact Series ..... _pc_bi_shbi126	Hand and Power Tool Safety Impact: Powder-actuated Tools Business Impact Series ..... _pc_bi_shbi067
Fire Safety Impact: Characteristics of Fire Business Impact Series ..... _pc_bi_shbi127	Lockout/Tagout Impact: Terminology Business Impact Series ..... _pc_bi_shbi094
Fire Safety Impact: Types of Fire Extinguishers Business Impact Series ..... _pc_bi_shbi128	Lockout/Tagout Impact: Properties of Devices Business Impact Series ..... _pc_bi_shbi096
Fire Safety Impact: How to Prevent Workplace Fires Business Impact Series ..... _pc_bi_shbi129	Lockout/Tagout Impact: Individual and Group Lockout/Tagout Business Impact Series ..... _pc_bi_shbi097
Fire Safety Impact: Responding to Fire Emergencies Business Impact Series ..... _pc_bi_shbi130	Lockout/Tagout Impact: Removing Devices Business Impact Series ..... _pc_bi_shbi098
Fire Safety Impact: Characteristics of Handheld Extinguishers Business Impact Series ..... _pc_bi_shbi131	Lockout/Tagout Impact: Company Procedures Business Impact Series ..... _pc_bi_shbi099
Emergencies and Disasters Impact: Components of an Emergency Action Plan Business Impact Series ..... _pc_bi_shbi133	Machine Guarding Impact: Areas Where Mechanical Hazards Exist Business Impact Series ..... _pc_bi_shbi100
Emergencies and Disasters Impact: Preparing for Evacuations Business Impact Series ..... _pc_bi_shbi134	Machine Guarding Impact: Where Accidents are Most Likely to Occur Business Impact Series ..... _pc_bi_shbi101
Emergencies and Disasters Impact: Natural Disasters Business Impact Series ..... _pc_bi_shbi135	Machine Guarding Impact: Actions That Can Result in Injury Business Impact Series ..... _pc_bi_shbi102
Emergencies and Disasters Impact: Bomb Threats Business Impact Series ..... _pc_bi_shbi136	Machine Guarding Impact: Minimum Requirements of Safeguards Business Impact Series ..... _pc_bi_shbi103
Emergencies and Disasters Impact: Workplace Violence Business Impact Series ..... _pc_bi_shbi137	Machine Guarding Impact: Advantages of Guard Construction Business Impact Series ..... _pc_bi_shbi104
Emergencies and Disasters Impact: Threats from outside the Workplace Business Impact Series ..... _pc_bi_shbi138	Machine Guarding Impact: Types of Safety Guards and Devices Business Impact Series ..... _pc_bi_shbi105
Fire Safety Impact: Using the Correct Extinguisher for the Material Business Impact Series ..... _pc_bi_shbi132	Machine Guarding Impact: Definitions and General Requirements Business Impact Series ..... _pc_bi_shbi106
Welding Impact: Fire Prevention Techniques Business Impact Series ..... _pc_bi_shbi040	
Welding Impact: Operating Procedures Business Impact Series ..... _pc_bi_shbi041	
Welding Impact: Health Hazards Business Impact Series ..... _pc_bi_shbi042	
Welding Impact: PPE Requirements Business Impact Series ..... _pc_bi_shbi043	
Welding Impact: Safety Considerations Business Impact Series ..... _pc_bi_shbi044	
Welding Impact: Storing Oxygen and Acetylene Cylinders Business Impact Series ..... _pc_bi_shbi045	
Hand and Power Tool Safety Impact: Specific Hazards Business Impact Series ..... _pc_bi_shbi065	

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

#### Safety and Health

Accident Investigation – Canada Course..... ehs_hsf_a36_sh_enus
---

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Back Safety and Injury Prevention – Canada  
Course..... ehs\_hsf\_a43\_sh\_enus

Bloodborne Pathogen Awareness – Canada  
Course..... ehs\_hsf\_a44\_sh\_enus

Confined Space Entry – Canada  
Course..... esh\_sah\_b35\_sh\_enus

Electrical Safety – Canada  
Course..... ehs\_hsf\_a22\_sh\_enus

Emergency and Disaster Preparedness – Canada  
Course..... ehs\_hsf\_a48\_sh\_enus

Ergonomics in the Workplace - Canada  
Course..... ehs\_hsf\_a19\_sh\_enus

Fall Prevention Awareness - Canada  
Course..... esh\_sah\_b38\_sh\_enus

Fire Safety and Prevention – Canada  
Course..... ehs\_hsf\_a42\_sh\_enus

First Aid: Basic – Canada  
Course..... ehs\_hsf\_a23\_sh\_enus

Forklift Safety Awareness – Canada  
Course..... ehs\_hsf\_a24\_sh\_enus

Hand and Power Tool Safety – Canada  
Course..... ehs\_hsf\_a20\_sh\_enus

Hazardous Materials in the Workplace – Canada  
Course..... ehs\_hsf\_a45\_sh\_enus

Hearing Conservation - Canada  
Course..... esh\_sah\_b37\_sh\_enus

Hot Work Permits – Canada  
Course..... ehs\_hsf\_a40\_sh\_enus

Indoor Hoisting and Rigging – Canada  
Course..... ehs\_hsf\_a47\_sh\_enus

Industrial Ergonomics – Canada  
Course..... ehs\_hsf\_a46\_sh\_enus

Infectious Diseases – Canada  
Course..... ehs\_hsf\_a49\_sh\_enus

Job Hazard Analysis – Canada  
Course..... ehs\_hsf\_a25\_sh\_enus

Laboratory Safety – Canada  
Course..... ehs\_hsf\_a38\_sh\_enus

Ladder and Scaffolding Safety - Canada  
Course..... esh\_sah\_b40\_sh\_enus

Ladder Safety – Canada  
Course..... ehs\_hsf\_a18\_sh\_enus

Lockout/Tagout – Canada  
Course..... esh\_sah\_b36\_sh\_enus

Machine Guarding – Canada  
Course..... ehs\_hsf\_a26\_sh\_enus

Occupational Health and Safety Awareness: Ontario  
Reg. 297/13 – Canada  
Course..... Esh\_sah\_b90\_sh\_enus

Office Ergonomics – Canada  
Course..... ehs\_hsf\_a27\_sh\_enus

Office Safety – Canada  
Course..... ehs\_hsf\_a41\_sh\_enus

Portable Fire Extinguishers – Canada  
Course..... ehs\_hsf\_a28\_sh\_enus

PPE: Personal Protective Equipment – Canada  
Course..... ehs\_hsf\_a17\_sh\_enus

Respiratory Protection - Canada  
Course..... esh\_sah\_b39\_sh\_enus

Rigging Equipment and Inspection – Canada  
Course..... ehs\_hsf\_a35\_sh\_enus

Slips, Trips, and Falls – Canada  
Course..... ehs\_hsf\_a21\_sh\_enus

Welding, Cutting, and Brazing – Canada  
Course..... ehs\_hsf\_a39\_sh\_enus

Workplace Hazardous Materials Information System - Canada  
Course..... esh\_sah\_b85\_sh\_enus

Workplace Hazardous Materials Information System (WHMIS) 2015 – Canada  
Course..... ehs\_hsf\_a06\_sh\_enus

Workplace Inspections – Canada  
Course..... ehs\_hsf\_a37\_sh\_enus

## ■ Transportation

Defensive Driving Fundamentals – Canada  
Course..... esh\_sah\_b86\_sh\_enus

Transport Canada TDG: Documents, Markings, and Containers  
Course..... esh\_sah\_b62\_sh\_enus

Transport Canada TDG: Introduction and Responsibilities  
Course..... esh\_sah\_b61\_sh\_enus

Transport Canada TDG: Related Regulations and Standards  
Course..... esh\_sah\_b64\_sh\_enus

Transport Canada TDG: Special Situations and Emergency Actions  
Course..... esh\_sah\_b63\_sh\_enus

# LEGAL COMPLIANCE COURSEWARE

## LEGAL COMPLIANCE COURSEWARE

### LEGAL COMPLIANCE COURSEWARE

#### COMPLIANCE

#### Global Content

Global Anti-bribery Course.....	Ichr_01_a48_lc_enus
Global Antitrust Course.....	Ichr_01_a50_lc_enus
Global Business Ethics Course.....	Ichr_01_b01_lc_enus
Global Conflicts of Interest Course.....	Ichr_01_a58_lc_enus
Global Diversity Course.....	Ichr_01_a96_lc_enus
Global Export Compliance Course.....	Ichr_01_a87_lc_enus
Global Fraud Course.....	Ichr_01_a99_lc_enus
Global Import Compliance Course.....	Ichr_01_a98_lc_enus
Global Insider Dealing Course.....	Ichr_01_a57_lc_enus
Global IT Security Basics Course.....	Ichr_01_a89_lc_enus
Global Privacy and Information Security Course.....	Ichr_01_a51_lc_enus
Preventing Harassment in the Global Workplace - Employee Edition Course.....	Ichr_01_a18_lc_enus
Preventing Harassment in the Global Workplace - Manager Edition Course.....	Ichr_01_a19_lc_enus
The Internet, Social Media, and Electronic Communication Course.....	Ichr_01_a63_lc_enus

#### EU Content

EU Antitrust Course.....	Ichr_01_a60_lc_enus
EU Privacy and Information Security Course.....	Ichr_01_a49_lc_enus

#### Ethics & Code of Conduct

Business Ethics Course.....	Ichr_01_a68_lc_enus
-----------------------------	---------------------

Code of Conduct Awareness Course.....	Ichr_01_a38_lc_enus
Financial Integrity Course.....	Ichr_01_a86_lc_enus
Integrity in the Workplace Course.....	Ichr_01_a16_lc_enus
Preventing Fraud and Abuse Course.....	Ichr_01_b08_lc_enus

#### Workplace Compliance Essentials

Anti-Money Laundering: An Overview Course.....	Ichr_01_a56_lc_enus
Bullying and Violence in the Workplace Course.....	Ichr_01_a55_lc_enus
EEO and Lawful Hiring Course.....	Ichr_01_a70_lc_enus
FMLA Leave and More: An Overview of Legally Protected Leave Course.....	Ichr_01_a73_lc_enus
Foreign Corrupt Practices Act Course.....	Ichr_01_a27_lc_enus
Government Contracting Essentials Course.....	Ichr_01_a75_lc_enus
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens Course.....	Ichr_01_a20_lc_enus
Independent Contractors and Temporary Employees Course.....	Ichr_01_a31_lc_enus
Insider Trading Course.....	Ichr_01_a32_lc_enus
Intellectual Property Overview Course.....	Ichr_01_a29_lc_enus
Interviewing: Doing it Right Course.....	Ichr_01_a65_lc_enus
A Manager's Guide to Discipline and Documentation Course.....	Ichr_01_a53_lc_enus
A Manager's Guide to Diversity, Inclusion, and Accommodation Course.....	Ichr_01_a52_lc_enus
PCI Compliance Course.....	Ichr_01_a95_lc_enus
Preventing Identity Theft Course.....	Ichr_01_b18_lc_enus
Privacy and Information Security Course.....	Ichr_01_a10_lc_enus
Procurement Integrity Course.....	Ichr_01_a72_lc_enus
Promoting a Substance-free Workplace Course.....	Ichr_01_b03_lc_enus
Record Retention Course.....	Ichr_01_b04_lc_enus

## LEGAL COMPLIANCE COURSEWARE

Rightful Employment Termination Course.....	Ichr_01_b05_lc_enus
Sarbanes-Oxley: What You Need to Know Course.....	Ichr_01_a19_lc_enus
Supply Chain Transparency Course.....	Ichr_01_a80_lc_enus
Union Awareness Course.....	Ichr_01_a64_lc_enus
US Antitrust Course.....	Ichr_01_a41_lc_enus
US Export Controls Course.....	Ichr_01_a81_lc_enus
Wage and Hour for Employees Course.....	Ichr_01_a36_lc_enus
Wage and Hour Awareness for Managers Course.....	Ichr_01_a37_lc_enus
Human Trafficking Awareness for Employees of Federal Contractors Course.....	Ichr_01_b16_lc_enus
Bullying and Hazing on Campus Course.....	Ichr_01_b09_lc_enus
Security Awareness for End Users Course.....	Ichr_01_b11_lc_enus

### ■ Harassment

Sexual Harassment Prevention for Employees Course.....	Ich_01_a16_lc_enus
Workplace Harassment Prevention for Employees Course.....	Ich_01_a11_lc_enus
Workplace Harassment Prevention for Employees, version 2.0 Course.....	Ich_01_a22_lc_enus
Workplace Harassment Prevention for Managers Course.....	Ich_01_a17_lc_enus
Workplace Harassment Prevention for Managers – Multi-State Edition Course.....	Ich_01_a08_lc_enus
Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0 Course.....	Ich_01_a23_lc_enus

### ■ Health Insurance Portability and Accountability Act

HIPAA Privacy Essentials Course.....	Ichp_01_a01_lc_enus
HIPAA – Privacy Rule for Business Associates Course.....	Ichp_01_a02_lc_enus
HIPAA - Privacy Rule for Covered Entities Course.....	Ichp_01_a03_lc_enus
HIPAA - Security Rule for Business Associates Course.....	Ichp_01_a04_lc_enus

HIPAA - Security Rule for Covered Entities Course.....	Ichp_01_a05_lc_enus
HIPAA for Non-Medical Employers Course.....	Ichp_01_a06_lc_enus

### ■ Gaming Compliance

Title 31: Introduction Course.....	mind_13_a01_lc_enus
Title 31: Identifying Suspicious Activity Course.....	mind_13_a02_lc_enus
Title 31: Filling Out CTRCs Course.....	mind_13_a03_lc_enus

### ■ State/Local Government and Higher Education

Campus Security Obligations Under Federal Law Course.....	Ichr_01_a93_lc_enus
Code of Conduct Awareness – Higher Education Edition Course.....	Ichr_01_a91_lc_enus
FERPA for Higher Education Course.....	Ichr_01_a85_lc_enus
Harassment Prevention for Employees - State and Local Government Edition Course.....	Ich_01_a14_lc_enus
Harassment Prevention for Managers - Higher Education Edition Course.....	Ich_01_a13_lc_enus
Harassment Prevention for Employees - Higher Education Edition Course.....	Ich_01_a12_lc_enus
Harassment Prevention for Managers - State and Local Government Sector Edition Course.....	Ich_01_a15_lc_enus
Student Rights Overview Course.....	Ichr_01_a94_lc_enus
Title IX for Higher Education Course.....	Ichr_01_a79_lc_enus

### ■ Canadian Compliance

Canadian Antitrust Course.....	Ichr_01_a78_lc_enus
Canadian Anti-Spam Act Course.....	Ichr_01_a97_lc_enus
Preventing Harassment and Violence in the Canadian Workplace Course.....	Ich_01_a21_lc_enus
The AODA: Customer Service and Accessibility Standard Course.....	Ichr_01_a67_lc_enus
The AODA: Integrated Accessibility Standards Course.....	Ichr_01_a90_lc_enus

# LEGAL COMPLIANCE COURSEWARE

## ■ German Compliance

AGG (GETA) – Information for Employees Course ..... lchr\_01\_a39\_lc\_enus  
AGG (GETA) - Information for Management Course ..... lchr\_01\_a42\_lc\_enus

## ■ Compliance Impact Series

COMPLIANCE IMPACT: Information Security – The Break-In  
Business Impact Series ..... \_pc\_bi\_lcbi003  
COMPLIANCE IMPACT: Respectful Workplace – Reuben's Story  
Business Impact Series ..... \_pc\_bi\_lcbi001  
COMPLIANCE IMPACT: Antitrust – Rigging the Bid  
Business Impact Series ..... \_pc\_bi\_lcbi002  
COMPLIANCE IMPACT: Insider Dealing – The Tipping Point  
Business Impact Series ..... \_pc\_bi\_lcbi004  
COMPLIANCE IMPACT: Conflict of Interest – Just Helping a Friend  
Business Impact Series ..... \_pc\_bi\_lcbi005  
COMPLIANCE IMPACT: Reasonable Accommodation – The Ask  
Business Impact Series ..... \_pc\_bi\_lcbi006  
COMPLIANCE IMPACT: Bribery – The Shipment  
Business Impact Series ..... \_pc\_bi\_lcbi011  
COMPLIANCE IMPACT: Using the Internet – Beware the Share  
Business Impact Series ..... \_pc\_bi\_lcbi007  
COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures  
Business Impact Series ..... \_pc\_bi\_lcbi008  
COMPLIANCE IMPACT: PCI – Verifying the Transaction  
Business Impact Series ..... \_pc\_bi\_lcbi009  
COMPLIANCE IMPACT: Workplace Violence – The Warning Signs  
Business Impact Series ..... \_pc\_bi\_lcbi010  
COMPLIANCE IMPACT: Antitrust – Trade Association Meeting  
Business Impact Series ..... \_pc\_bi\_lcbi012  
COMPLIANCE IMPACT: Bribery – The High Commission Red Flag  
Business Impact Series ..... \_pc\_bi\_lcbi013  
COMPLIANCE IMPACT: Insider Dealing - The Memo  
Business Impact Series ..... \_pc\_bi\_lcbi014  
COMPLIANCE IMPACT: Social Media - Blogger Gone Bad  
Business Impact Series ..... \_pc\_bi\_lcbi015  
COMPLIANCE IMPACT: Harassment - It's No Joke  
Business Impact Series ..... \_pc\_bi\_lcbi016  
COMPLIANCE IMPACT: Harassment - Handling the Complaint  
Business Impact Series ..... \_pc\_bi\_lcbi017

COMPLIANCE IMPACT: Respectful Workplace – One Bad Apple  
Business Impact Series ..... \_pc\_bi\_lcbi018  
COMPLIANCE IMPACT: Reporting Misconduct – Trust Your Instincts  
Business Impact Series ..... \_pc\_bi\_lcbi019  
COMPLIANCE IMPACT: Political Activities – Keep It Personal  
Business Impact Series ..... \_pc\_bi\_lcbi020  
COMPLIANCE IMPACT: Respectful Workplace – The Bully  
Business Impact Series ..... \_pc\_bi\_lcbi021  
COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock  
Business Impact Series ..... \_pc\_bi\_lcbi022

## ■ Compliance Expert Series

COMPLIANCE EXPERT: Privacy & Information Security: The Basics  
Business Impact Series ..... \_pc\_bi\_lcbi023  
COMPLIANCE EXPERT: Privacy & Information Security: Some Examples from the Trenches  
Business Impact Series ..... \_pc\_bi\_lcbi024  
COMPLIANCE EXPERT: Export Compliance - The Decision Tree  
Business Impact Series ..... \_pc\_bi\_lcbi025  
COMPLIANCE EXPERT: Harassment and Retaliation for Managers  
Business Impact Series ..... \_pc\_bi\_lcbi029  
COMPLIANCE EXPERT: Harassment: A Case Study for Managers  
Business Impact Series ..... \_pc\_bi\_lcbi030  
COMPLIANCE EXPERT: IT Security: What You Need to Know About Phishing  
Business Impact Series ..... \_pc\_bi\_lcbi031  
COMPLIANCE EXPERT: IT Security: Safeguarding Your Mobile Devices  
Business Impact Series ..... \_pc\_bi\_lcbi032  
COMPLIANCE EXPERT: Bullying: The Manager's Role  
Business Impact Series ..... \_pc\_bi\_lcbi039  
COMPLIANCE EXPERT: Diversity: Its Value in the Workplace  
Business Impact Series ..... \_pc\_bi\_lcbi033  
COMPLIANCE EXPERT: Import Compliance - Country of Origin  
Business Impact Series ..... \_pc\_bi\_lcbi035  
COMPLIANCE EXPERT: Import Compliance: Product Classification  
Business Impact Series ..... \_pc\_bi\_lcbi036  
COMPLIANCE EXPERT: Diversity: Ensuring a Diverse Applicant Pool  
Business Impact Series ..... \_pc\_bi\_lcbi037  
COMPLIANCE EXPERT: Bullying: Not in the Workplace  
Business Impact Series ..... \_pc\_bi\_lcbi038

## LEGAL COMPLIANCE COURSEWARE

- COMPLIANCE EXPERT: Export Compliance - What's the Risk?  
Business Impact Series .....\_pc\_bi\_lcbi026
- COMPLIANCE EXPERT: Harassment and Retaliation  
Business Impact Series .....\_pc\_bi\_lcbi027
- COMPLIANCE EXPERT: Harassment: A Case Study  
Business Impact Series .....\_pc\_bi\_lcbi028

## FEDERAL GOVERNMENT INDUSTRY

### FEDERAL GOVERNMENT CURRICULA

#### FEDERAL GOVERNMENT

##### **■ Federal Government Legal Compliance**

The US Constitution	
Course.....	fgov_01_a18_lc_enus
Sexual Harassment Prevention for Federal Employees	
Course.....	fgov_01_a19_lc_enus
The No FEAR Act	
Course.....	fgov_01_a33_lc_enus
EEO and Preventing Discrimination in the Federal Workplace	
Course.....	fgov_01_a34_lc_enus
Hatch Act Overview	
Course.....	fgov_01_a35_lc_enus
Domestic Violence Awareness for Federal Employees	
Course.....	fgov_01_a36_lc_enus
Freedom of Information Act	
Course.....	fgov_01_a37_lc_enus
Federal Merit System Overview	
Course.....	fgov_01_a38_lc_enus
Accessibility and Section 508 Awareness	
Course.....	fgov_01_a20_lc_enus
Workplace Safety	
Course.....	fgov_01_a21_lc_enus
Government Ethics	
Course.....	fgov_01_a22_lc_enus
Proper Use of Government Charge Cards	
Course.....	fgov_01_a23_lc_enus
Federal HR Flexibilities	
Course.....	fgov_01_a24_lc_enus
Information Security Awareness	
Course.....	fgov_01_a25_lc_enus
Privacy Awareness	
Course.....	fgov_01_a26_lc_enus
Pre-retirement Planning for FERS	
Course.....	fgov_01_a27_lc_enus
Telework for Government Employees	
Course.....	fgov_01_a28_lc_enus
Sexual Harassment Prevention for Federal Managers	
Course.....	fgov_01_a29_lc_enus
The Plain Writing Act	
Course.....	fgov_01_a30_lc_enus
Reasonable Accommodation for the Federal Workplace	
Course.....	fgov_01_a31_lc_enus
USERRA: An Overview	
Course.....	fgov_01_a32_lc_enus

## LIVE LEARNING ALL ACCESS BUNDLES

### LIVE LEARNING ALL ACCESS BUNDLES

## LIVE LEARNING ALL ACCESS CISCO SYSTEMS

### ■ Routing and Switching

- Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore  
Live Learning Course.....LLCS0084
- Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore  
Live Learning Course.....LLCS0085
- Implementing Cisco IP Routing (ROUTE) 2.0 Expert Live with Encore  
Live Learning Course.....LLCS0093
- Implementing Cisco IP Switched Networks (SWITCH) 2.0 Expert Live with Encore  
Live Learning Course.....LLCS0094
- Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) 2.0 Expert Live with Encore  
Live Learning Course.....LLCS0095
- Interconnecting Cisco Networking Devices, Part 2 (ICND2) 3.0 Expert Live with Encore  
Live Learning Course.....LLCS0110

### ■ Security

- Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore  
Live Learning Course.....LLCS0082
- Implementing Cisco Edge Network Security Solutions (SENSS) 1.0 Expert Live with Encore  
Live Learning Course.....LLCS0089
- Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore  
Live Learning Course.....LLCS0090
- Implementing Cisco Security Access Solutions (SISAS) 1.0 Expert Encore  
Live Learning Course.....LLCS0091
- Implementing Cisco Secure Mobility Solutions (SIMOS) 1.0 Expert Encore  
Live Learning Course.....LLCS0092

### ■ Wireless Technologies

- Implementing Cisco Wireless Networking Fundamentals (WIFUND) 1.0 Expert Live with Encore  
Live Learning Course.....LLCS0108

### ■ Design

- Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore  
Live Learning Course.....LLCS0079
- Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Encore  
Live Learning Course.....LLCS0088
- Designing for Cisco Internetwork Solutions (DESGN) 3.0 Expert Encore  
Live Learning Course.....LLCS0107

### ■ Data Center

- Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore  
Live Learning Course.....LLCS0086
- Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore  
Live Learning Course.....LLCS0087
- Introducing Cisco Data Center Networking (DCICN) 1.0 Expert Encore  
Live Learning Course.....LLCS0096
- Introducing Cisco Data Center Technologies (DCICT) 1.0 Expert Encore  
Live Learning Course.....LLCS0097

### ■ Collaboration

- Implementing Cisco Collaboration Devices (CICD) 1.0 Expert Live with Encore  
Live Learning Course.....LLCS0098
- Implementing Cisco Video Network Devices, Part 2 (CIVND2) 1.0 Expert Live with Encore  
Live Learning Course.....LLCS0099
- Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1) 1.0 Expert Live with Encore  
Live Learning Course.....LLCS0100
- Implementing Cisco Video Network Devices, Part 1 (CIVND1) 1.0 Expert Live with Encore  
Live Learning Course.....LLCS0105
- Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2) 1.0 Expert Live with Encore  
Live Learning Course.....LLCS0102

## LIVE LEARNING ALL ACCESS BUNDLES

Implementing Cisco Network Security (IINS) 3.0 Expert Live with Encore	LLCS0101
Live Learning Course.....	
Implementing Cisco Collaboration Application (CAPPs) 1.0 Expert Live with Encore	LLCS0104
Live Learning Course.....	
Troubleshooting Cisco IP Telephony & Video (CTCOLLAB) 1.0 Expert Live with Encore	LLCS0103
Live Learning Course.....	
Interconnecting Cisco Networking Devices, Part 1 (ICND1) 3.0 Expert Live with Encore	LLCS0109
Live Learning Course.....	

### Cloud

Understanding Cisco Cloud Fundamentals (CLDFND) 1.0 Expert Live with Encore	
Live Learning Course.....	LLCS0106

## LIVE LEARNING ALL ACCESS

### MICROSOFT TECHNICAL

#### Microsoft SharePoint Server 2013

Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore	
Live Learning Course.....	LLMS0060
Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore	
Live Learning Course.....	LLMS0061
Microsoft SharePoint 2013 for Site Owners Expert Live with Encore	
Live Learning Course.....	LLMS0063

#### Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Encore	
Live Learning Course.....	LLMS0049
Administering Microsoft Windows Server 2012 Expert Encore	
Live Learning Course.....	LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Encore	
Live Learning Course.....	LLMS0051
Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore	
Live Learning Course.....	LLMS0052

Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore	
Live Learning Course.....	LLMS0053
Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore	
Live Learning Course.....	LLMS0054
Administering Microsoft Windows Server 2012 R2 Expert Live with Encore	
Live Learning Course.....	LLMS0055
Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore	
Live Learning Course.....	LLMS0056
Windows Powershell 101 Expert Live with Encore	
Live Learning Course.....	LLMS0062

### Client Operating Systems

Configuring Microsoft Windows 8.1 Expert Live with Encore	
Live Learning Course.....	LLMS0048

### Microsoft Back Office

Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore	
Live Learning Course.....	LLMS0057

### SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore	
Live Learning Course.....	LLMS0043
Configuring Microsoft SharePoint 2010 Expert Encore	
Live Learning Course.....	LLMS0045

### Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases	
Live Learning Course.....	LLMS0058

### Microsoft Windows 10

Configuring Microsoft Windows 10 Expert Live with Encore	
Live Learning Course.....	LLMS0064

### Microsoft System Center

Administering and Deploying System Center 2012 Configuration Manager Expert Live with Encore	
Live Learning Course.....	LLMS0065

## LIVE LEARNING ALL ACCESS BUNDLES

### LIVE LEARNING ALL ACCESS

#### COMPTIA

##### ■ Networking

CompTIA Network+ N10-006 Expert Live with Encore  
Live Learning Course.....LLCT0019

##### ■ Desktop Support

CompTIA A+ 220-801 Expert Encore  
Live Learning Course.....LLCT0016  
CompTIA A+ 220-802 Expert Encore  
Live Learning Course.....LLCT0018  
CompTIA A+ 220-901 Expert Encore  
Live Learning Course.....LLCT0020  
CompTIA A+ 220-902 Expert Encore  
Live Learning Course.....LLCT0021

##### ■ Security

CompTIA Security+ Expert Encore  
Live Learning Course.....LLCT0017

### LIVE LEARNING ALL ACCESS

#### VMWARE

##### ■ vSphere

Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore  
Live Learning Course.....LLVM0003  
vSphere 6.0 ICM Part One Expert Live with Encore  
Live Learning Course.....LLVM0009  
vSphere 6.0 ICM Part Two Expert Live with Encore  
Live Learning Course.....LLVM0010

### LIVE LEARNING ALL ACCESS

#### PROJECT MANAGEMENT

##### ■ PMP Certification

Project Management Professional Certification (PMP)  
5.0 (5th Ed, 2016 PMI)  
Update Aligned) Expert Live with Encore  
Live Learning Course.....LLPM0006

##### ■ CAPM Certification

Project Management Professional Certification (PMP)  
5.0 (5th Ed, 2016 PMI)  
Update Aligned) Expert Live with Encore  
Live Learning Course.....LLPM0006

##### ■ Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with Encore  
Live Learning Course.....LLCT0010

##### ■ Skillsoft Courses

Leadership Essentials: Communicating Vision  
Course.....lead\_05\_a02\_bs\_enus  
Leadership Essentials: Building Your Influence as a Leader  
Course.....lead\_05\_a03\_bs\_enus  
Leadership Essentials: Leading with Emotional Intelligence  
Course.....lead\_05\_a04\_bs\_enus  
Leadership Essentials: Leading Innovation  
Course.....lead\_05\_a06\_bs\_enus  
Leadership Essentials: Leading Change  
Course.....lead\_05\_a07\_bs\_enus  
Leading Teams: Developing the Team and its Culture  
Course.....team\_03\_a03\_bs\_enus  
Leading Teams: Building Trust and Commitment  
Course.....team\_03\_a04\_bs\_enus  
Leading Teams: Fostering Effective Communication and Collaboration  
Course.....team\_03\_a05\_bs\_enus  
Leading Teams: Motivating and Optimizing Performance  
Course.....team\_03\_a06\_bs\_enus  
Leading Teams: Dealing with Conflict  
Course.....team\_03\_a07\_bs\_enus  
Leading Teams: Managing Virtual Teams  
Course.....team\_03\_a08\_bs\_enus  
Working with Difficult People: Identifying Difficult People  
Course.....comm\_23\_a01\_bs\_enus  
Working with Difficult People: How to Work with Negative People  
Course.....comm\_23\_a03\_bs\_enus  
Working with Difficult People: How to Work with Procrastinators  
Course.....comm\_23\_a04\_bs\_enus  
Working with Difficult People: How to Work with Self-serving People  
Course.....comm\_23\_a06\_bs\_enus

## LIVE LEARNING ALL ACCESS BUNDLES

Communicating Across Cultures Course.....comm_26_a02_bs_enus	Advanced Scheduling Management with Project 2010 Course.....mo_aprj_a04_dt_enus
Improving Communication in Cross-cultural Relationships Course.....comm_26_a03_bs_enus	Advanced Reporting and Management Tools in Project 2010 Course.....mo_aprj_a05_dt_enus
Getting Results without Direct Authority: Building Relationships and Credibility Course.....comm_27_a01_bs_enus	Managing Effective Business Meetings Course.....comm_32_a02_bs_enus
Getting Results without Direct Authority: Reciprocity Course.....comm_27_a03_bs_enus	Dealing with Common Meeting Problems Course.....comm_32_a03_bs_enus
Getting Results without Direct Authority: Persuasive Communication Course.....comm_27_a02_bs_enus	Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project Course.....proj_18_a01_bs_enus
Getting Results without Direct Authority: Influencing Your Boss Course.....comm_27_a04_bs_enus	Managing Software Project Outsourcing: Developing a Vendor Contract Course.....proj_18_a02_bs_enus
Principles of Accounting and Finance for Non-financial Professionals Course.....fin_02_a01_bs_enus	Managing Software Project Outsourcing: Dealing with Risks Course.....proj_18_a04_bs_enus
The Essentials of Budgeting for Non-financial Professionals Course.....fin_02_a04_bs_enus	Presenting Data using Conditional Formatting and Sparklines in Excel 2013 Course.....mo_bgel_a05_dt_enus
Management Essentials: Directing Others Course.....mgmt_15_a01_bs_enus	Performing Calculations Using Functions in Excel 2013 Course.....mo_bgel_a06_dt_enus
Management Essentials: Confronting Difficult Employee Behavior Course.....mgmt_15_a04_bs_enus	Presenting Data in Tables and Charts in Excel 2013 Course.....mo_bgel_a07_dt_enus
Analyzing Data with What-if Analysis in Excel 2010 Course.....mo_aexl_a06_dt_enus	Manipulating Data in Excel 2013 Course.....mo_adel_a03_dt_enus
PivotTables and PivotCharts in Excel 2010 Course.....mo_aexl_a07_dt_enus	Data Search, Data Validation, and Macros in Excel 2013 Course.....mo_adel_a04_dt_enus
Managing Resource Assignments with Project 2010 Course.....mo_bprj_a07_dt_enus	
Monitoring Schedule Performance with Project 2010 Course.....mo_bprj_a08_dt_enus	
Communicating Project Information with Project 2010 Course.....mo_bprj_a09_dt_enus	
Preparing to Communicate Effectively at the 'C' Level Course.....comm_31_a01_bs_enus	
Techniques for Communicating Effectively with Senior Executives Course.....comm_31_a02_bs_enus	
Meeting the Needs of Your Experts Course.....mgmt_21_a01_bs_enus	
Overcoming Challenges When Managing Experts Course.....mgmt_21_a02_bs_enus	
Advanced Customizing with Project 2010 Course.....mo_aprj_a01_dt_enus	
Advanced Tools for Managing Multiple Projects with Project 2010 Course.....mo_aprj_a02_dt_enus	
Advanced Resource Management with Project 2010 Course.....mo_aprj_a03_dt_enus	

## LIVE LEARNING ALL ACCESS APPLICATION DEVELOPMENT

### ■ JavaScript

Javascript Development  
Live Learning Course.....LLJS0001

## LIVE LEARNING ALL ACCESS CISCO

### CISCO SYSTEMS

### ■ Routing and Switching

Interconnecting Cisco Network Devices Part 1 (ICND1)  
2.0 Expert Live with  
Encore  
Live Learning Course.....LLCS0084

## LIVE LEARNING ALL ACCESS BUNDLES

Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore Live Learning Course.....	LLCS0085
Implementing Cisco IP Routing (ROUTE) 2.0 Expert Live with Encore Live Learning Course.....	LLCS0093
Implementing Cisco IP Switched Networks (SWITCH) 2.0 Expert Live with Encore Live Learning Course.....	LLCS0094
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) 2.0 Expert Live with Encore Live Learning Course.....	LLCS0095
Interconnecting Cisco Networking Devices, Part 2 (ICND2) 3.0 Expert Live with Encore Live Learning Course.....	LLCS0110

### ■ Security

Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore Live Learning Course.....	LLCS0082
Implementing Cisco Edge Network Security Solutions (SENSS) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0089
Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore Live Learning Course.....	LLCS0090
Implementing Cisco Security Access Solutions (SISAS) 1.0 Expert Encore Live Learning Course.....	LLCS0091
Implementing Cisco Secure Mobility Solutions (SIMOS) 1.0 Expert Encore Live Learning Course.....	LLCS0092

### ■ Wireless Technologies

Implementing Cisco Wireless Networking Fundamentals (WIFUND) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0108
---	----------

### ■ Design

Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore Live Learning Course.....	LLCS0079
Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Encore Live Learning Course.....	LLCS0088
Designing for Cisco Internetwork Solutions (DESGN) 3.0 Expert Encore Live Learning Course.....	LLCS0107

### ■ Data Center

Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore Live Learning Course.....	LLCS0086
Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore Live Learning Course.....	LLCS0087
Introducing Cisco Data Center Networking (DCICN) 1.0 Expert Encore Live Learning Course.....	LLCS0096
Introducing Cisco Data Center Technologies (DCICT) 1.0 Expert Encore Live Learning Course.....	LLCS0097

### ■ Collaboration

Implementing Cisco Collaboration Devices (CICD) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0098
Implementing Cisco Video Network Devices, Part 2 (CIVND2) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0099
Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0100
Implementing Cisco Video Network Devices, Part 1 (CIVND1) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0105
Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0102
Implementing Cisco Network Security (IINS) 3.0 Expert Live with Encore Live Learning Course.....	LLCS0101
Implementing Cisco Collaboration Application (CAPPS) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0104
Troubleshooting Cisco IP Telephony & Video (CTCOLLAB) 1.0 Expert Live with Encore Live Learning Course.....	LLCS0103
Interconnecting Cisco Networking Devices, Part 1 (ICND1) 3.0 Expert Live with Encore Live Learning Course.....	LLCS0109

## LIVE LEARNING ALL ACCESS BUNDLES

### Cloud

Understanding Cisco Cloud Fundamentals (CLDFND) 1.0 Expert Live with Encore  
Live Learning Course.....LLCS0106

## LIVE LEARNING ALL ACCESS CISCO

### COMPTIA

### Networking

CompTIA Network+ N10-006 Expert Live with Encore  
Live Learning Course.....LLCT0019

## LIVE LEARNING ALL ACCESS CISCO

## APPLICATION DEVELOPMENT

### JavaScript

Javascript Development  
Live Learning Course.....LLJS0001

## LIVE LEARNING ALL ACCESS MICROSOFT

### MICROSOFT TECHNICAL

### Microsoft SharePoint Server 2013

Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore  
Live Learning Course.....LLMS0060  
Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore  
Live Learning Course.....LLMS0061  
Microsoft SharePoint 2013 for Site Owners Expert Live with Encore  
Live Learning Course.....LLMS0063

### Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Encore  
Live Learning Course.....LLMS0049  
Administering Microsoft Windows Server 2012 Expert Encore  
Live Learning Course.....LLMS0050  
Configuring Advanced Windows Server 2012 Services Expert Encore  
Live Learning Course.....LLMS0051

Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore  
Live Learning Course.....LLMS0052  
Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore  
Live Learning Course.....LLMS0053  
Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore  
Live Learning Course.....LLMS0054  
Administering Microsoft Windows Server 2012 R2 Expert Live with Encore  
Live Learning Course.....LLMS0055  
Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore  
Live Learning Course.....LLMS0056  
Windows Powershell 101 Expert Live with Encore  
Live Learning Course.....LLMS0062

### Client Operating Systems

Configuring Microsoft Windows 8.1 Expert Live with Encore  
Live Learning Course.....LLMS0048

### Microsoft Back Office

Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore  
Live Learning Course.....LLMS0057

### SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore  
Live Learning Course.....LLMS0043  
Configuring Microsoft SharePoint 2010 Expert Encore  
Live Learning Course.....LLMS0045  
Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore  
Live Learning Course.....LLMS0059

### Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases  
Live Learning Course.....LLMS0058

### Microsoft Windows 10

Configuring Microsoft Windows 10 Expert Live with Encore  
Live Learning Course.....LLMS0064

## LIVE LEARNING ALL ACCESS BUNDLES

### ■ Microsoft System Center

Administering and Deploying System Center 2012  
Configuration Manager Expert  
Live with Encore  
Live Learning Course.....LLMS0065

## LIVE LEARNING ALL ACCESS MICROSOFT

### COMPTIA

### ■ Networking

CompTIA Network+ N10-006 Expert Live with Encore  
Live Learning Course.....LLCT0019

### ■ Desktop Support

CompTIA A+ 220-801 Expert Encore  
Live Learning Course.....LLCT0016  
CompTIA A+ 220-802 Expert Encore  
Live Learning Course.....LLCT0018  
CompTIA A+ 220-901 Expert Encore  
Live Learning Course.....LLCT0020  
CompTIA A+ 220-902 Expert Encore  
Live Learning Course.....LLCT0021

### ■ Security

CompTIA Security+ Expert Encore  
Live Learning Course.....LLCT0017

## LIVE LEARNING ALL ACCESS MICROSOFT

### APPLICATION DEVELOPMENT

### ■ JavaScript

Javascript Development  
Live Learning Course.....LLJS0001

## LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

### PROJECT MANAGEMENT

### ■ PMP Certification

Project Management Professional Certification (PMP)  
5.0 (5th Ed, 2016 PMI)  
Update Aligned) Expert Live with Encore  
Live Learning Course.....LLPM0006

### ■ CAPM Certification

Project Management Professional Certification (PMP)  
5.0 (5th Ed, 2016 PMI)  
Update Aligned) Expert Live with Encore  
Live Learning Course.....LLPM0006

### ■ Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with Encore  
Live Learning Course.....LLCT0010

### ■ Skillsoft Courses

Leadership Essentials: Communicating Vision Course.....lead\_05\_a02\_bs\_enus  
Leadership Essentials: Building Your Influence as a Leader Course.....lead\_05\_a03\_bs\_enus  
Leadership Essentials: Leading with Emotional Intelligence Course.....lead\_05\_a04\_bs\_enus  
Leadership Essentials: Leading Innovation Course.....lead\_05\_a06\_bs\_enus  
Leadership Essentials: Leading Change Course.....lead\_05\_a07\_bs\_enus  
Leading Teams: Developing the Team and its Culture Course.....team\_03\_a03\_bs\_enus  
Leading Teams: Building Trust and Commitment Course.....team\_03\_a04\_bs\_enus  
Leading Teams: Fostering Effective Communication and Collaboration Course.....team\_03\_a05\_bs\_enus  
Leading Teams: Motivating and Optimizing Performance Course.....team\_03\_a06\_bs\_enus  
Leading Teams: Dealing with Conflict Course.....team\_03\_a07\_bs\_enus  
Leading Teams: Managing Virtual Teams Course.....team\_03\_a08\_bs\_enus  
Working with Difficult People: Identifying Difficult People Course.....comm\_23\_a01\_bs\_enus  
Working with Difficult People: How to Work with Negative People Course.....comm\_23\_a03\_bs\_enus  
Working with Difficult People: How to Work with Procrastinators Course.....comm\_23\_a04\_bs\_enus  
Working with Difficult People: How to Work with Self-serving People Course.....comm\_23\_a06\_bs\_enus

## LIVE LEARNING ALL ACCESS BUNDLES

Communicating Across Cultures Course.....comm_26_a02_bs_enus	Advanced Scheduling Management with Project 2010 Course.....mo_aprj_a04_dt_enus
Improving Communication in Cross-cultural Relationships Course.....comm_26_a03_bs_enus	Advanced Reporting and Management Tools in Project 2010 Course.....mo_aprj_a05_dt_enus
Getting Results without Direct Authority: Building Relationships and Credibility Course.....comm_27_a01_bs_enus	Managing Effective Business Meetings Course.....comm_32_a02_bs_enus
Getting Results without Direct Authority: Reciprocity Course.....comm_27_a03_bs_enus	Dealing with Common Meeting Problems Course.....comm_32_a03_bs_enus
Getting Results without Direct Authority: Persuasive Communication Course.....comm_27_a02_bs_enus	Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project Course.....proj_18_a01_bs_enus
Getting Results without Direct Authority: Influencing Your Boss Course.....comm_27_a04_bs_enus	Managing Software Project Outsourcing: Developing a Vendor Contract Course.....proj_18_a02_bs_enus
Principles of Accounting and Finance for Non-financial Professionals Course.....fin_02_a01_bs_enus	Managing Software Project Outsourcing: Dealing with Risks Course.....proj_18_a04_bs_enus
The Essentials of Budgeting for Non-financial Professionals Course.....fin_02_a04_bs_enus	Presenting Data using Conditional Formatting and Sparklines in Excel 2013 Course.....mo_bgel_a05_dt_enus
Management Essentials: Directing Others Course.....mgmt_15_a01_bs_enus	Performing Calculations Using Functions in Excel 2013 Course.....mo_bgel_a06_dt_enus
Management Essentials: Confronting Difficult Employee Behavior Course.....mgmt_15_a04_bs_enus	Presenting Data in Tables and Charts in Excel 2013 Course.....mo_bgel_a07_dt_enus
Analyzing Data with What-if Analysis in Excel 2010 Course.....mo_aexl_a06_dt_enus	Manipulating Data in Excel 2013 Course.....mo_adel_a03_dt_enus
PivotTables and PivotCharts in Excel 2010 Course.....mo_aexl_a07_dt_enus	Data Search, Data Validation, and Macros in Excel 2013 Course.....mo_adel_a04_dt_enus
Managing Resource Assignments with Project 2010 Course.....mo_bprj_a07_dt_enus	
Monitoring Schedule Performance with Project 2010 Course.....mo_bprj_a08_dt_enus	
Communicating Project Information with Project 2010 Course.....mo_bprj_a09_dt_enus	
Preparing to Communicate Effectively at the 'C' Level Course.....comm_31_a01_bs_enus	
Techniques for Communicating Effectively with Senior Executives Course.....comm_31_a02_bs_enus	
Meeting the Needs of Your Experts Course.....mgmt_21_a01_bs_enus	
Overcoming Challenges When Managing Experts Course.....mgmt_21_a02_bs_enus	
Advanced Customizing with Project 2010 Course.....mo_aprj_a01_dt_enus	
Advanced Tools for Managing Multiple Projects with Project 2010 Course.....mo_aprj_a02_dt_enus	
Advanced Resource Management with Project 2010 Course.....mo_aprj_a03_dt_enus	

## LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

### COMPTIA

#### Project Management

CompTIA Project+ (2009 Edition) Expert Live with Encore  
Live Learning Course.....LLCT0010

## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### VMWARE

#### vSphere

Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore  
Live Learning Course.....LLVM0003

## LIVE LEARNING ALL ACCESS BUNDLES

vSphere 6.0 ICM Part One Expert Live with Encore  
Live Learning Course..... LLVM0009

vSphere 6.0 ICM Part Two Expert Live with Encore  
Live Learning Course..... LLVM0010

## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### PMP COURSE

#### ■ PMP Certification

Project Management Professional Certification (PMP)  
5.0 (5th Ed, 2016 PMI  
Update Aligned) Expert Live with Encore  
Live Learning Course..... LLPM0006

## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### COMPTIA

#### ■ Networking

CompTIA Network+ N10-006 Expert Live with Encore  
Live Learning Course..... LLCT0019

## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### CISCO SYSTEMS FOR AA VIRTUALIZATION

#### ■ Routing and Switching for AA Virtualization

Interconnecting Cisco Network Devices Part 1 (ICND1)  
2.0 Expert Live with  
Encore  
Live Learning Course..... LLCS0084

## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### APPLICATION DEVELOPMENT

#### ■ JavaScript

Javascript Development  
Live Learning Course..... LLJS0001



# ITS Student Registration Form

ITS Use Only

Entered by: \_\_\_\_\_  
Date: \_\_\_\_\_

Name Mr./Ms.:		ACE PID Number (or SSN if you do not have ACE PID):		
Agency & Division Name:		Office Phone:	Fax Number:	
Office Address: (Please provide Handmail address, if applicable)		Cell Phone:		
City:	State:	Zip:	Email Address:	

Course No./Name	Section 1 <sup>st</sup> Choice	Section 2 <sup>nd</sup> Choice	Dates/Times	Course Cost	Materials Needed *
					All None

\* Circle All or None. See the current schedule for materials needed for each course.

Bill State Agency

**PLEASE DO NOT PREPAY.  
AGENCIES WILL BE BILLED  
FOR COURSE COSTS.**

Bill Student       Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course(s) must pay **ON OR BEFORE** the class start date.

Agency/Employer Code: \_\_\_\_\_

Customer Number: \_\_\_\_\_

Agency must provide a 3-digit agency code and an 11-digit provider number for billing purposes. This information may be obtained from the SAAS (Statewide Automated accounting System) or the Education Assistant at (601) 432-8186.

Billing will be sent to the address given in the Student Information section, unless otherwise specified.

Supervisor Name: \_\_\_\_\_

Office Phone: \_\_\_\_\_

Supervisor Address: (Specify Handmail, if applicable)

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Please Read Carefully Before Signing:**

All registration forms MUST be signed by the individual responsible for payment. If the student cancels a vendor-conducted course within thirty (30) days of the first class meeting or an ITS-conducted course within ten (10) days of the first class meeting, **the agency/student will be charged the full tuition.**

Authorized

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Return form to: ITS Eastwood Education Center, 3771 Eastwood Dr., Jackson, Ms 39211 • Phone: (601) 432-8186 • Fax: (601) 713-6380  
For more information on the Eastwood Education Center, visit the website: <http://www.its.ms.gov>



ITS On-Line Training Registration Form		
Name: (Please Print)		
Mr./Ms.		
ACE PID Number (or SSN if you do not have ACE PID):		
Agency & Division Name:		
Office Address: (Please provide Handmail address, if applicable)		
City:	State:	Zip:
Office Phone:		
Fax Number:		
Cell Phone:		
Email Address:		
Course No./Name:		
ANNUAL SUBSCRIPTION FOR ON-LINE TRAINING		
COURSE COST: PLEASE CHECK ONE		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>SKILLCHOICE COMPLETE</b> ON-LINE TRAINING <b>\$225 per person</b> (includes Technical, Business, and Desktop courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>FULL LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Technical, Business, and Desktop courses)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>TECHNICAL LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Technical courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>BUSINESS LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Business courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>DESKTOP LIBRARY</b> ON-LINE TRAINING <b>\$55 per person</b> (includes Desktop courses & e-books)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>MAINFRAME LIBRARY</b> ON-LINE TRAINING <b>\$1,600 per person</b> (includes Mainframe courses)		
<input type="checkbox"/> Bill State Agency	<input type="checkbox"/> Bill Student	<input type="checkbox"/> Bill Non-State Agency
<b>PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.</b>		
All non-state employees and any registrant whose agency is not paying for the course will be billed and must pay tuition and materials BEFORE the class begins.		
Agency/Employer Code: _____		
Customer No.: _____		
Supervisor's Name: (Please Print)		
<i>All registration forms <b>MUST</b> be signed by the individual responsible for payment.</i>		
<hr/> Authorized Signature _____		

**PLEASE RETURN FORM TO:**

Susan Meek, ITS Education Services

3771 Eastwood Drive

Jackson, MS 39211

Phone: (601) 432-8186

Fax: (601) 713-6380

susan.meek@its.ms.gov

**ITS WEB Home Page:**

<http://www.its.ms.gov>



# Google Maps

3771 Eastwood Dr

## From North of Jackson:

- Take I-55 South to the Northside Drive exit (Exit 100).
- Get on I-55 Frontage Road South and cross over Meadowbrook Road.
- Continue on the frontage road until you reach Eastover Drive.
- Turn left onto Eastover Drive.
- Go under I-55, continuing on Eastover Drive until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

## From South, East, or West of Jackson:

- Take I-20 to I-55 North and take the Lakeland Drive exit (Exit 98B).
- Cross over Lakeland Drive, staying on I-55 Frontage Road North until you reach Eastover Drive.
- Turn right onto Eastover Drive and continue until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.



Google Maps

## QUESTIONS & ANSWERS

### **1. What do I do if I need to cancel a class?**

If you are unable to attend a class for which you have registered, please contact the Eastwood Education Center immediately at (601) 432-8186. Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

### **2. Why is being on time important?**

Each course topic covered builds on the previous topic. There is a lot of material to be covered in each class, and it is disruptive to the entire class when someone arrives late and the instructor has to catch the late-comer up to rest of the class. For this reason, it is very important that everyone be on time for class.

### **3. What should I wear to class?**

Please dress comfortably. Bring a jacket or sweater, as the room temperature may vary.

If you have further questions, please contact the Eastwood Education Center at (601) 432-8186.

Thank you, and enjoy your training session!

# ITS Contact Information

***Executive Director:***

**Craig Orgeron**

(601) 432-8109

[craig.orgeron@its.ms.gov](mailto:craig.orgeron@its.ms.gov)

***Chief Operating Officer:***

**Roger Graves**

(601) 432-8092

[roger.graves@its.ms.gov](mailto:roger.graves@its.ms.gov)

***Chief Administrative Officer:***

**Michele Blocker**

(601) 432-8111

[michele.blocker@its.ms.gov](mailto:michele.blocker@its.ms.gov)

***Data Services:***

**Laura Pentecost**

(601) 432-8191

[laura.pentecost@its.ms.gov](mailto:laura.pentecost@its.ms.gov)

***Information Security Division:***

**Jay White**

(601) 432-8180

[jay.white@its.ms.gov](mailto:jay.white@its.ms.gov)

***Information System Services:***

**Lynn Ainsworth**

(601) 432-8150

[lynn.ainsworth@its.ms.gov](mailto:lynn.ainsworth@its.ms.gov)

***Internal Support Services:***

**David Johnson**

(601) 432-8126

[david.johnson@its.ms.gov](mailto:david.johnson@its.ms.gov)

***Telecommunications Services:***

**Steven Walker**

(601) 432-8004

[steven.walker@its.ms.gov](mailto:steven.walker@its.ms.gov)